



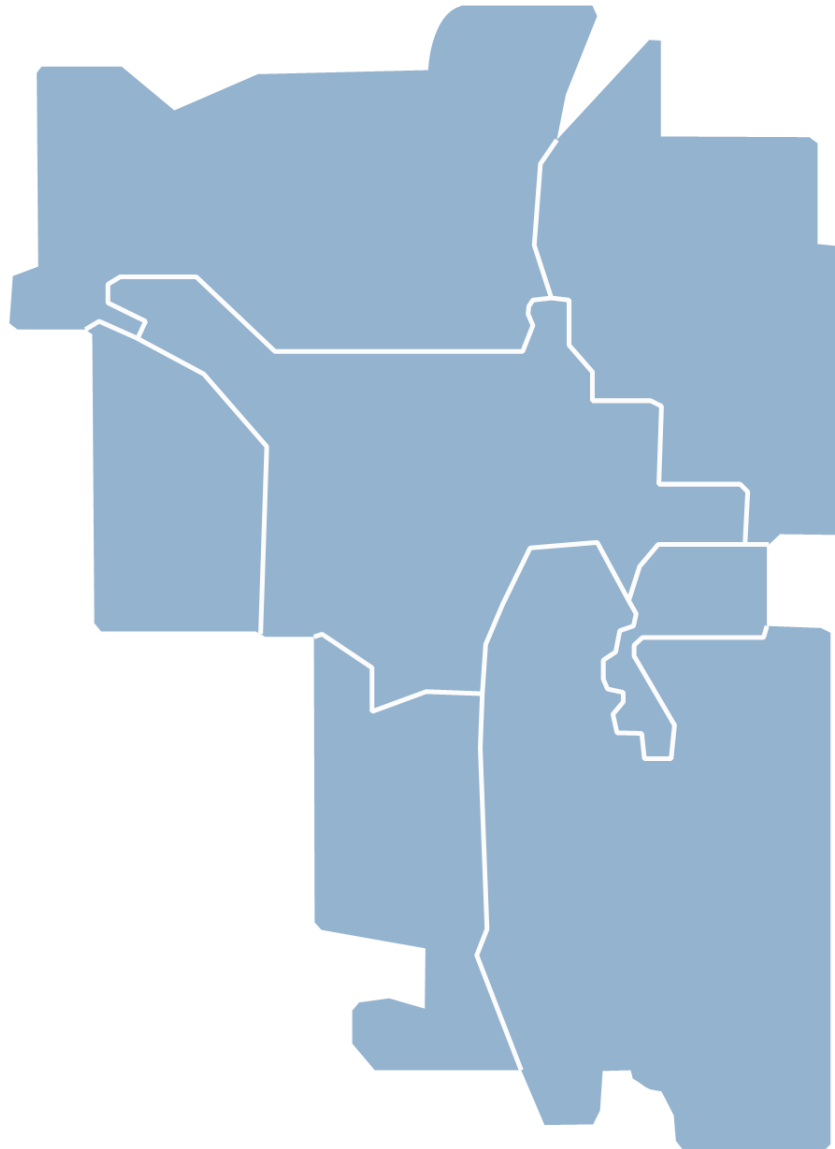
# TENANT HANDBOOK



*Mural designed by the tenant community at the Lincoln Park affordable housing complex, 2017.*

## CALGARY HOUSING COMPANY

chccustomerservice@calgary.ca | calgaryhousingcompany.org  
(587) 390-1200



**Calgary Housing Company** © August 2020

**South Office** Glenmore & Centre Shopping Centre #18, 6624 Centre St. SE

**East Office** Marlborough Mall Professional Building 320, 433 Marlborough Way NE

**West Office** Ground Floor Braithwaite Boyle Centre 1701 Centre St. NW

(587) 390-1200 | [www.calgaryhousingcompany.org](http://www.calgaryhousingcompany.org)



# WELCOME

Calgary Housing Company (CHC) has created this Tenant Handbook to provide you with useful resources related to your tenancy.

You can find information about CHC policies, tenant and landlord responsibilities, and community resources.

Please keep this Tenant Handbook within easy reach for future reference.

## WELCOME TO YOUR NEW HOME!

CHC would like to thank the tenants and employees who contributed in the production of the CHC Tenant Handbook through focus groups, surveys, and feedback.

**DISCLAIMER:** This Handbook only acts as a resource guide. Your Tenancy Lease Agreement describes your legal rights and responsibilities. The information provided in this handbook was accurate during the time of publishing, but may change over time or become out of date as resources continue to change.



# TABLE OF CONTENTS

## ABOUT CALGARY HOUSING COMPANY

Vision, Mission and Values	6
Service Commitment and Mandate	6
Overview of CHC Programs	6
Your Responsibilities as a Tenant	7
CHC Rights and Responsibilities	7

Parking & Vehicles	13
Making Changes to the Property	13
Balconies	13
Sidewalks & Yards	14
Furnaces	14
Breakers	14
Pets	15
Garbage and Recycling	15
Pest Control	16

## YOUR CHC TEAM

Who To Call?	8
General Inquiries	8
Maintenance Inquiries	8
Maintenance Emergencies	8
Account Administrators	9
Customer Service Representatives	9
Property Managers	9
Account Administrators	9
Leasing Agents	9
Maintenance Administrators	9
Property Managers	9
Tenant Liaisons	9
Reaching Your District Office	10
Contacts for Your Community	10

## MAINTENANCE

Reporting Maintenance Concerns	16
Service Standards & Expected Wait Times for All Maintenance Requests	17
Plumbing	18
Energy Saving Tips	18
Mold	19
Outside Taps	19
Tenant Charges	19
Tips to Keep Your Home in the Best Condition	19
Common Areas	20

## YOUR HOME

Moving In	11
Tenant Insurance	11
Locks & Keys	11
Cable, Telephone and Satellite Dishes	11
Intercom	11
Mailboxes	11
Smoking	12
Cannabis & Exemptions	12

## YOUR TENANCY

Paying Your Rent	21
Paying Your Utilities	21
Rent Adjustments	21
Annual Rent Review Process	22
Reporting Changes (Income/Family Size)	22
Transfers	22
Lease Renewals	22
Market Rent Increases	23
Landlord's Right of Entry	23



# TABLE OF CONTENTS



## YOUR TENANCY

Subletting/ Unassigned Occupants	23
Guests	24
Quiet Possession	24
Tenant Compliance & Exemptions	24
Basements & Storage	24
Swimming Pools	24
Trampolines	25



## STAYING INFORMED

Website	33
Social Media	33
Tenant Newsletter	33
Notes	34



## YOUR SAFETY AND SECURITY

Emergency Preparedness	25
Who Do I Call?	25
Fire Prevention	25
Smoke Alarms	27
Fire Safety Tips	27
Sprinkler Systems	28
Protecting Yourself & Your Home	28
Unacceptable Behaviours & Workplace Violence	28
Vandalism & Suspicious Behaviour	28



## YOUR COMMUNITY

Community Centers	30
Agency Partners	30
Tenant Advisory Group	30



## MOVING OUT

Providing Notice to Vacate	31
Abandonment	31
Move Out Inspections	31
Eviction Prevention	32
Cleaning List	32



# ABOUT CALGARY HOUSING COMPANY



Calgary Housing Company provides safe and affordable housing solutions for low- and moderate- income Calgarians in need of non-market rental housing. We operate over 7,100 housing units and administer approximately 2,200 rent supplements.

## CHC Programs

### CHC Programs

#### Social Housing

**3,762 homes**

These programs are designed to help low-income Calgarians who pay more than 30 per cent of their income for housing. This program provides the deepest level of subsidy.

- Rent Geared to Income at 30 per cent of eligible income
- Income must be below Provincial Income Thresholds
- Minimum monthly rent of \$120
- Annual income verification
- This program has a waiting list
- Provincially regulated

#### Affordable Housing

**3,346 homes** (distribution varies between AH /LEM based on tenant needs)

This program is designed for Calgarians able to afford slightly more for rent but who still require rental assistance. Programs are at fixed rents, typically 30 per cent below average market rents.

- Rents are set at 30 per cent Rent Geared to Income with a minimum monthly rent of \$350
- Income thresholds apply
- Annual income verification
- This program has a waiting list

#### Low End of Market Housing

Units marketed to Calgarians who are close to being able to afford current private market rent levels.

- Rent approximately 10 per cent below average market rent
- Income must be below maximum income limit (\$71,000-\$89,500 depending on unit size)
- There is no waitlist for this program

#### Rent Supplement

**2,286** (Avg. supplements/month)

Provide rental assistance to tenants housed with private landlords including non-profit housing providers. Tenants must meet the same qualifying criteria as applicants to the Social Housing program. The number of supplements available is determined by Provincial funding levels.

- Average monthly subsidy in 2019 was \$708
- Total budget for 2019 was \$19M

### OUR VISION

Calgary Housing Company is the leading affordable housing provider in Canada supporting individual and community well-being.

### OUR MISSION

Make life better for Calgarians through the provision of safe, affordable housing to low and moderate-income households.

### OUR MANDATE

Calgarians need a place to call home. CHC provides affordable housing to meet the needs of Calgarians through:

- Safe homes that are part of the community;
- Sustainable business practices with accountability to stakeholders; and
- Connecting tenants to social supports that enable them to remain housed.



# TENANT AND LANDLORD RESPONSIBILITIES



This tenant handbook is focused on how we can fulfill our rights and responsibilities as tenant and landlord. It contains more specific information about the following areas:

## YOUR RESPONSIBILITIES AS A TENANT

- Paying your rent & utilities on time
- Maintaining the condition of your home
- Informing CHC staff about any repairs which may be needed in your home
- Being responsible for your actions and actions of the other members of your household, your visitors, and your guests – this includes complying with CHC policies
- Respecting your neighbours and quiet hours
- Keeping common areas clean
- Obtaining household insurance for your belongings
- Reporting change in your income or household within 30 days (Social Housing Program Only)
- Not subletting or assigning your home to members not listed on your lease
- Allowing CHC staff entry into your home when the reasons for entry comply with the Residential Tenancies Act or your lease
- Obtaining written permission from CHC before making any changes or renovations to your home or property
- Providing proper written notice to CHC when you move out

## OUR RESPONSIBILITIES AS A LANDLORD

As your landlord, Calgary Housing Company must:

- Follow the obligations as Landlord under the Residential Tenancies Act and Social Housing Accommodation Regulation (For Government of Alberta regulated social housing only)
- Provide services indicated in your lease
- Ensure that your property is well-maintained before moving-in and through responding to repair requests in your unit and on the property during tenancy
- Ensuring the rights of tenants are upheld and responding to/investigating issues impacting the rights and safety of tenants
- Provide 24 hours' notice before entering your home unless you provide permission to enter without notice or if there is an emergency (flood, fire, life threatening event)
- Provide proof of payment when requested by the tenant, and a written "notice of landlord" within 7 days of moving in
- Respect the confidentiality of your personal information





## WHO TO CALL?

### Tenant & General Inquiries

For general inquiries please contact (587) 390-1200 or email us at [chccustomerservice@calgary.ca](mailto:chccustomerservice@calgary.ca).

Please note that you should get in touch with your designated district office to learn about your Tenant Liaison, Property Manager, and Maintenance and Account Administrator.



### Tenant Maintenance Inquiries

Some basic maintenance of your unit is your responsibility. This includes but is not limited to:

- Maintaining the cleanliness of the interior and exterior of your unit
- Removing snow and ice from walkways and municipal sidewalks, and maintenance and care of the lawn, and front and back yards where applicable (ie. Homes and townhouses)
- Replacing light bulbs, fuses and furnace filters, unclogging toilets and drains and cleaning the furnace and air ducts (talk to your PM if you need help or have questions)

Immediately notifying CHC of any problem with or failure of the plumbing, heating, electrical systems or supplied appliances such as stoves and fridges. To report a maintenance concern or request a repair, please contact your Maintenance Administrator. If you are unable to reach your Maintenance Administrator, or require general assistance with your maintenance responsibilities, please contact:

Phone: **(587) 390-1200**

Hours: Monday – Friday 8:00 – 4:00



### Maintenance Emergencies

Please contact the Maintenance Department in case of a maintenance emergency.

Phone: (587) 390-1200

Maintenance emergencies include:

- Flood
- Sewer back-up
- No heat
- Frozen water line

**In case of FIRE or other emergency, please call 9-1-1**





## KEY STAFF

During your tenancy, you will likely come in contact with these staff members who are key part of your team and are here to support you through your tenancy.

### **Account Administrators**

Responsible for completing annual rent reviews to determine annual rent for Rent-Geared-To-Income Program and also able to help with general questions about rent.

### **Customer Service Representatives**

Assist applicants and tenants with submitting applications for housing, providing information about other housing resources, support general inquiries related to expected wait times and maintenance requests.

### **Leasing Agent**

Set up showings at CHC units, provide information to interested renters about the properties, neighborhood, etc.; oversee all our lease signings for new tenants, and provide them with information about CHC and your tenancy

### **Maintenance Administrators**

Support maintenance of CHC properties by receiving tenant maintenance requests or reports, scheduling the work with contractors, and ensuring tenant satisfaction

### **Property Managers**

Available to answer questions about your unit, your lease, rent & payment plans, maintenance, as well as other building related questions or concerns such as safety and security.

### **Tenant Liaisons**

Provide support for tenants who require referrals to services in the community, and work directly with tenant groups to help build a thriving and inclusive community.



**(587) 390-1200 (for all locations)**

## **EAST DISTRICT OFFICE**

3rd Floor, Marlborough Mall Professional Building  
320, 433 Marlborough Way NE, Calgary, Alberta, T2A 5H5

## **SOUTH DISTRICT OFFICE**

Glenmore & Centre Shopping Centre  
#18, 6624 Centre Street SE, Calgary, Alberta, T2H 0C6

## **WEST DISTRICT OFFICE**

Braithwaite Boyle Centre  
1701 Centre Street NW, Calgary, Alberta, T2E 8A4

## **OFFICE HOURS- ALL DISTRICT OFFICES**

8:00 a.m. to 4:00 p.m. Monday through Friday  
(Except Statutory Holidays)

## **CONTACTS FOR YOUR COMMUNITY**

**Add the contact information of your CHC service team and other important staff for quick access by phoning your District Office. Please note that this information will be useful for the rest of the Tenant Handbook**

My District Office is \_\_\_\_\_

My Property Manager: \_\_\_\_\_

My Tenant Liaison: \_\_\_\_\_

My Account Administrator: \_\_\_\_\_



## MOVING IN

The following section provides information about moving into a CHC managed unit.

### Locks & Keys

- Tenants cannot change or alter their locks
- If you are locked out of your unit, please call your Property Manager for next steps. If you are unable to reach them, please call 587-390-1200 to plan to have our locksmith sent out. Tenant charges may apply.
- If you would like to request additional keys or fobs, please call 587-390-1200. Tenant charges may apply.



### Tenant Insurance - Replacing your belongings can cost more than you think!

**Calgary Housing Company insures its buildings, not the contents of your home. As a renter, you need tenant's insurance to protect your belongings. Belongings include everything you own, clothes, electronics, bedding, dishes, etc.**

- Your lease requires you to obtain renters insurance to cover the loss of your belongings in the event of fire, flood, theft, or other damages.
- If you do not have insurance and your belongings are damaged, CHC is not financially responsible for replacement expenses.

**Helpful tip: In order to find the most affordable insurance,** compare the yearly cost from various insurance companies and decide which plan is a good investment for you. Tenant Insurance is affordable and easy to get – many tenants will bundle it with their car insurance.

### Cable, Telephone and Satellite Dishes

- Tenants are responsible for contacting their local cable and telephone companies to arrange for services and be at home to give them access to install
- Written approval is needed from your Property Manager before installing a satellite dish.

### Intercom

- If you have an intercom, this is set up during your move-in appointment
- Your phone number must be local (Calgary area code), not long distance.

### Mailboxes Provided By Canada Post

- If your mail service delivery is provided by a Canada Post Community Mailbox, you will need to contact Canada Post to obtain keys to your mailbox.
- A request for keys can be made by phone (1-866-607-6301), online at [canadapost.ca](http://canadapost.ca), or by visiting your neighbourhood post office. Bring your lease and Identification.
- CHC does not provide service for lost or stolen Canada Post Community Mailbox keys or for damaged mailboxes.

## Smoking

**The health and safety of our tenants is our priority; smoking is allowed only in designated areas.**

- Smoking is not permitted in common areas such as hallways, lobbies, laundry rooms, parkades, entrances, walkways and playgrounds.
- If you are residing in a designated non-smoking CHC building, smoking is not permitted anywhere on the property, including your unit, balcony or on the grounds.
- In accordance to The City of Calgary's Smoking Bylaw, smoking is not permitted within three meters of an entrance or exit to any apartment building.

## Cannabis

- Calgary Housing Company Policy prohibits the smoking, vaping or growing of cannabis in all CHC-managed properties. Exemptions to this policy may be granted for those with a medical prescription. Please note that tenants are responsible for the actions of guests and visitors.
- Smoking, vaping or growing cannabis is considered a significant breach of the terms of your lease and could be grounds for eviction.
- CHC has taken this approach to protect the safety, health and wellbeing of all tenants as well as the security and condition of the properties.
- CHC does not control the legal possession of cannabis or the possession or use of legal edible cannabis products.

## Medical Exemptions

- If you have a medical need for cannabis that has been prescribed by a physician or medical professional, you can request an exemption from this policy. Please contact your Property Manager.
- To make a request for a medical exemption you will require official documentation including a recognized medical professional's prescription for cannabis, the legal source through which you will acquire the medical cannabis, and proof of tenant insurance.
- If you live in a non-smoking building, a medical exemption might not allow you to smoke or vape cannabis in the building. Under such circumstances we will work with you to determine if a transfer to a smoking-allowed building is necessary.
- The medical exemption process and requirements will be reviewed regularly to ensure all information and processes are current.

[Request Form for Medical Exemption](#)  
[Tenant Frequently Asked Questions](#)  
[Download CHC Cannabis Policy](#)

## PARKING AND VEHICLES

### Parking (if applicable)

- If parking is available, there may be a monthly charge.
- If parking stalls are assigned, please park only in the stall assigned to you.
- If you require a parking space and have not been assigned one, please contact your Property Manager.
- Please pay your parking fees together with your rent on or before the first of each month.
- Parking spaces are to be kept clean and free of debris and not to be used for the storage of tires or other personal belongings.
- Vehicle repairs and maintenance are not permitted in the parking lot or on any portion of CHC's property at any time (including engine or tire repairs, oil changes or washing car.)
- Parking lot is reserved for use by you and your guests only.
- All other illegally parked and unauthorized vehicles will be towed at the owner's expense.
- If you find someone else parking in your spot, contact Calgary Parking Authority in order to have their vehicle removed. They can also respond to questions about street and lane parking. Phone: 403-537-7000 or visit [www.calgaryparking.com](http://www.calgaryparking.com).



## MAKING CHANGES TO YOUR PROPERTY

### Decorating

**We encourage all tenants to feel comfortable in their homes through decorating and personalizing their units.**

- Small nails or picture hooks may be used to hang pictures.
- If you are interested in repainting your unit, written permission from the Property Manager is needed. You may be required to repaint the original colour upon move-out.
- Only use drapes or blinds for window coverings.
- Sheets, flags, tin foil, blankets, or any other material not meant for window treatments are not permitted.



### Alterations & Renovations

- Alterations and renovations to your unit are not allowed including structural alterations such as the installation of additional wiring, plumbing or heating units.
- Developing spare bedrooms in unfinished basements is not permitted.
- If alterations are made, Calgary Housing Company will restore the unit to its original condition and charge the cost of such restoration to the Tenant.

### Balconies (if applicable)

- You are responsible for cleaning the inside and outside of the balcony doors, windows and tracks during your tenancy.
- Please be mindful of how much you are storing on your balcony. Balconies are not intended for storage.
- Please do not shake, throw or hang anything out of windows or balconies.

### Sidewalks and Yards (if applicable)

**Spending time outside during sunny days is highly encouraged! To ensure that all tenants remain safe, please:**

- Cut and water your lawns during the summer season and rake leaves during the fall.
- Keep your walkways and steps free of ice and snow in the winter.

### Barbeques & Fire Pits (if applicable)

- Please note that propane barbeques are allowed but must be located at a safe distance (2 feet) from fences, railings, walls, and buildings.
- For information on Fire Safety, please refer to page 26

### Furnaces

- Do not store belongings within 4 feet of your furnace or hot water tank as it is a fire hazard
- If you have a furnace in your unit, you are responsible for replacing the filter at least annually preferably every 3 months.
- Instructions on how to change your furnace filter have been posted on your furnace, if you have question, please call your Maintenance Administrator.
- Take note of the size of filter that is required before heading to the store.
- Tenants are responsible for furnace cleaning which should be done every two years by a qualified cleaning company
- The cost of furnace filters and furnace cleaning are your responsibility.
- Please call your Maintenance Administrator or (587) 390-1200 if you are experiencing furnace trouble.
- DOWNLOAD: [How to change your Furnace Filter](#)

### Breakers

- If you lose power in part of your home, you will need to check your breaker panel first before calling the CHC maintenance department.
- Remember to switch the breaker all the way off before you switch it back on.
- Charges may apply if CHC sends a technician to your unit to reset a breaker.
- DOWNLOAD: [How to Reset the Breakers](#)

## PETS

You can have pets if you live in a CHC Pet-Friendly Property and follow CHC's application procedure. Responsible pet ownership helps protect both you, other tenants and CHC properties.



### Pet-Friendly Properties

- If pets are allowed on your property, you must still submit an application to have a pet and receive **written approval** from your Property Manager prior to getting a pet.
- Please speak to your Property Manager about pets and your property.
- Proof of tenant insurance must be provided if you have a pet.
- Tenants must ensure the premises, grounds and common areas in the interior and exterior of the unit are kept clean and free of pet waste and odor.
- Cats and Dogs must be licensed with the City of Calgary and by-laws must be followed.

### Service Animals

- Service animals that are specially trained and registered to assist individuals with disabilities are permitted on all properties.
- Please provide your Property Manager with a copy of the identification card as described under the Alberta Service Dogs Act.

## GARBAGE & RECYCLING

Maintaining a clean space contributes to the overall health and safety of all tenants.

Do you know where your garbage and recycling bins are located? If you are unsure, please contact your Property Manager.



### Garbage

- To avoid attracting pests, rodents or stray animals, please help keep your home and surroundings clean and free of garbage and debris.
- Garbage should be put in garbage bags, tied, and placed in the bins or chutes provided.
- Large items, such as mattresses and furniture, must not be left on, in or by the garbage bins and should be taken directly to the City of Calgary landfill at your own expense (see [www.calgary.ca/landfill](http://www.calgary.ca/landfill) for locations).
- Some properties offer opportunities for large waste removal. Call your Property Manager if you need assistance with the disposal of large items.



## Recycling

**We encourage all our tenants to participate in the City of Calgary's recycling programs.**

Please visit [www.calgary.ca/waste](http://www.calgary.ca/waste) for details on what can and cannot be recycled.

- Recyclables must be placed in the appropriate bins and should be cleaned, with lids removed.
- Recyclables should be placed loose in the bins (except shredded paper and plastic bags which should be placed in clear plastic bags and tied.)

## PEST CONTROL

- If you notice pests such as bed bugs, cockroaches or mice in your unit, please call your Maintenance Administrator.
- Please do not call an external exterminator until you contact CHC staff and receive information.
- Please do not attempt to treat your unit with over the counter products. CHC will work with our contractors and professionals to treat your unit.



## How to Reduce Pests

The following tips can help to prevent or reduce pests in your home:

- Regularly dispose of garbage in tied plastic bags in the appropriate location.
- Keep your home clean and tidy, and vacuum regularly.
- Keep dried foods such as cereal, flour, etc. in secure containers.
- Keep all sink and bathroom areas dry.
- Do not store recycling such as unwashed pop cans or food containers in your unit.
- Keep bird feeders and garbage away from your building, as these attract mice.

## Bed Bugs

The thought of bedbugs can be scary, but they are relatively common in most cities. To help prevent bed bug outbreaks, please ensure you:

- You report any infestation right away to your Maintenance Administrator to get assistance and information on what you should do to remove pests.
- Keep your bed off the floor and away from walls.
- Do not throw away infested furniture or mattresses where others might pick it up and spread the infestation.
- Prevent bedbugs by limiting the number of guests sleeping in your home, getting rid of clutter, and vacuuming regularly.



Maintaining your home contributes to your safety and helps prevent long-term issues and unnecessary costs. As a tenant, you are responsible for the maintenance and care of your unit.

## Reporting Maintenance Concerns

- If any maintenance concerns arise, please notify CHC immediately.
- You must report any damage to your premises or complex that has been caused by you, other members of the household, or your guests.
- You can report general maintenance concerns by phone: 24/7 through the main line at 587-390-1200, or by calling your Maintenance Administrator.

## Maintenance Emergencies

### Call 9-1-1 In case of FIRE, DEATH AND SERIOUS MEDICAL OR THREAT OF LIFE

- Maintenance emergencies include:
  - Flood, frozen water line or water running into your unit or the common areas of the building, sewer back-up.
  - No heat in your unit and the temperature is below 15 degrees.
  - Non-emergencies will be handled during regular working hours.

## Service Standards & Expected Wait Times

CHC prioritizes requests from tenants and staff for repairs according to the following factors:

- Severity of the problem,
- Impact on safety and security of tenants, and
- Structural integrity of the building.

Please note that these are approximates and may vary based on the season and volume of requests.



**EMERGENCY:** Repairs are completed within 24 hours. (Critical = Priority 1)

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Flood</li><li>• Sewer backups</li><li>• No heat (during cold weather)</li><li>• No water</li><li>• Burst water tanks</li><li>• Severe plumbing leaks</li><li>• Trip hazards</li><li>• Plugged toilet (only 1 bathroom)</li></ul> | <ul style="list-style-type: none"><li>• Door or window not secure</li><li>• Broken overhead parkade door</li><li>• Plugged apartment garbage chute</li><li>• No electrical power to entire unit</li><li>• Electrical hazards i.e. spark, fire, etc.</li><li>• Gas leaks</li><li>• Broken windows (board up)</li><li>• No elevators running</li><li>• Smoke alarm not working</li></ul> |
| <ul style="list-style-type: none"><li>• Broken taps / water cannot be turned off</li></ul>   |  |

**URGENT:** Repairs are completed in 2 days. (Important = Priority 2)

- Little or no hot water
- No water pressure
- Toilet repairs
- Plugged drains (Sink, tub, 2<sup>nd</sup> toilet etc.)
- Electrical problems
- Fridge not working
- Stove not working at all
- Broken windows (replacement)
- Intercom not functioning
- One elevator not running
- Handrails broken
- Tripping, slipping hazards

**NORMAL:** Repairs are completed in 1 week. (Regular = Priority 3)

- Shower diverter not working
- Slow drains & slow dripping taps
- Minor appliance repairs
- Lighting & minor electrical repairs
- Bathroom & kitchen fan repairs
- Reports of foul odors
- Cracked toilet seats
- Torn or missing window screen
- Flooring repairs
- Cupboard/drawer & countertop repairs
- Pests
- Closet door & shelving repair
- Broken passage sets
- Weather stripping
- Painting
- Minor eaves & downspout repair
- Loose siding
- Sidewalk blocks lifting
- Fence & gate repairs
- Grass cutting

**SCHEDULED:** Repairs are scheduled. (Special = Priority 4)

- Move Outs
- Bedbugs
- Mould
- Vacant unit grounds keeping
- Standing work orders (janitorial, etc.)

## Plumbing

- A new plunger is provided at move in and is yours to keep.
- Look inside your bathroom cabinet for directions on using your plunger.
- To prevent clogs, toilet paper is the only material that should be flushed down your toilet.
- Should you, other members of your household or your guests cause the sinks, tub or toilet to be clogged, you are responsible for the cost to remove the clog.
- See the section on Tenant Charges for more information on CHC fees for unclogging drains.
- DOWNLOAD: [How to unclog your toilet](#)



## Mold

Mold seeks moisture, warmth and food to grow. You can prevent mold from growing by controlling moisture and keeping your home dry. Some tips to prevent mold in your unit:

- Open a window, or if your home is equipped with exhaust fans, use them while cooking.
- Keep Furniture one inch from the wall to help air circulation.
- Keep you thermostat between 16 and 21 degrees Celsius
- Open curtains and blinds to allow airflow and prevent moisture from forming on windows.
- Use a bathroom ceiling fan (where equipped) for at least 15 minutes after shower/bath.
- Keep your unit clean at all times.

## Outside Taps

Before winter, shut off the water to outside taps to keep pipes from freezing/bursting.

1. Locate the tap inside your unit. It is usually located somewhere around the basement ceiling, often in close proximity to the outside tap. (Call your Property Manager if you cannot locate the tap).
2. Shut off the water to the outside taps.
3. Go outside and open the tap to drain any water that is left in the pipe.

## Tenant Charges

Reporting maintenance concerns helps prevent property damage as well as tenant charges. If you, your guests, or a member of your household cause damage to CHC property or if CHC repairs your unit as a result of negligence, an invoice for the cost of the repairs will be mailed to you.

- Contact your Property Manager or Maintenance Administrator to discuss any invoices.
- In the case that an invoice is filed, you will have 30 days to pay the charge.

If you are unable to pay the invoice on time, please reach out to your Property Manager for support or to discuss a payment plan.

## KEEPING YOUR HOME IN THE BEST CONDITION

To minimize damage and reduce the frequency of making maintenance requests, keep these following recommendations in mind.

- Find your water valve when you move in. If there is an issue with water (i.e. pipe leaks, etc.), please close the valve, and then call for maintenance.
- During the winter months, please keep windows closed to avoid water pipes from freezing.
- If damage occurs, you may incur costs for repairs due to burst pipes and floods caused as a result of leaving a window open.

**ENERGY SAVING TIPS – We all have a role to play in protecting the environment! Here are some helpful tips in ensuring you contribute to the well-being of your community, and your wallet!**

- Keep windows closed during cold weather
- Did you know? Lowering the temperature on your thermostat by one degree can save about two percent on your heating bill
- Use the cold water cycle on your washing machine
- Take shorter showers (five minutes or less)
- Unplug electronics when not in use
- If your computer must be left on when you're not using it, turn off the monitor

Find more tip on this [Energy Saving Tips](#) page at calgary.ca

#### Useful External Links

- [How to Reset the Breakers](#)
- [Energy Saving Tips](#)
- [How to change your Furnace Filter](#)
- [How to unclog your toilet](#)
- [Calgary Bylaws](#)

## COMMON AREAS

We encourage tenants to meet their neighbors and take full advantage of common areas - these areas include resource rooms, outdoor playground and green spaces.

- It is your responsibility to ensure safe and reasonable use of all common areas by household members and guests.
- Please be mindful of your belongings and ensure you do not leave them in common areas. This includes garbage and recyclables.

#### Laundry Rooms

If your housing complex provides laundry room facilities, use of the laundry room is at your own risk.

- To ensure that dryers continue to run smoothly, please remove lint from the lint screen in the dryer after each use to prevent fires and reduce drying times.
- Please leave the space how you found it. The laundry room, appliances, tables and sinks should be cleaned after each use.
- If a washer or dryer is not working, please report it by calling the number posted in the laundry room.
- Laundry rooms with card operated laundry equipment can be loaded by a debit machine located at your property. Insert the card during a dry cycle to add 5-7 minutes for \$0.25.



**Please note: laundry rooms are for tenant use only.**



# YOUR TENANCY

Do you have questions about how to pay your rent? How your rent is determined? How to request a rent adjustment? Here is some helpful and important information that you need to know as a CHC tenant.

## Paying Your Rent

Calgary Housing Company tenants must pay their rent on or before the first day of every month. Payment may be made by:

- Internet banking (Electronic Funds Transfer)
- Cheque: mail or drop off at our main office
- Debit at each District Office
- Please note that we do not accept cash or post-dated cheques
- Please note it can take up to 5 days for a payment to reach your account once it is paid.
- If you have any concerns about not being able to pay your rent on time, please contact your Property Manager to discuss this



## Paying Your Utilities

Paying your utilities on time ensures that your home remains equipped with necessary services.

Your Residential Tenancy Agreement will indicate which utilities or additional charges you are responsible for paying.

- Typically, this includes electricity, gas and water.
- Phone, cable, and internet charges are separate from your utilities. We encourage you to reach out to service providers like TELUS and SHAW for more information.
- Some properties might have a charge for laundry, these will be explained at move in. Please contact your Property Manager to find out.

## Rent Adjustments

Some CHC programs are eligible for rent adjustment. See the CHC Programs section on page 6 for more information.

- Tenants living in Low End of Market housing and Affordable Housing units do not qualify for a rent adjustment. If you are having trouble paying rent, please contact your Property Manager or Tenant Liaison.
- Subsidized Housing tenants may be eligible for rent adjustments and must provide proof of your household income, complete a Request for Rent Adjustment Form, sign and date the form, and submit it to your Account Administrator
- Request for Rent Adjustment Forms can be [downloaded](#), or CHC can mail you one.



- The deadline to submit a Rent Adjustment is the last day of each month. The review will take effect the month following the submission (ex. if the paperwork is submitted in January, the possible adjustment would take effect in February.)

### Annual Rent Review Process

Depending on what program you belong to, many CHC tenants are required to complete an annual rent review in accordance with government legislation.

- When you receive a [Review Form](#), please complete it and provide us with proof of your **gross household** (before tax) income.
- Even if you have recently filled out a Request for Rent Adjustment Form and/or your household income or family situation has not changed, you must still complete the Annual Rent Review Form and return it to us by the due date.
- For information on how rent is calculated, please see the CHC Programs section on page 6.

### Reporting Changes to Family Size or Income (RGI Only)

- Should a change to your family size or significant income change occur, please contact your Property Manager or Account Administrator.
- Subsidized Housing tenants must also report income changes including employment, employment insurance, income assistance or any change in the source of income.

### Transfers

We understand that at times tenants need to relocate to a new unit during the term of their lease agreement. When a request is made for reasons related to health, safety or security, we try our best to accommodate these requests.

Decisions about approving a request to transfer to a new unit must be made to also consider the need to serve our wait-list and serve the 4,500 households in our community waiting for access to affordable housing as well as the cost to turn-over units during a transfer.

[Click here](#) information about the types of transfers you can apply for as well as the approval criteria. [Download and complete a Request for Transfer](#)

If you have questions, please contact your Property Manager or our Customer Service Line at 587-390-1200.

### Lease Renewals

Before occupying your new home, you signed a Residential Tenancy Agreement (Lease) for a fixed term tenancy (with a start/end date to your tenancy).

- If for some reason, your lease is not renewed prior to the end date, your tenancy will be declared terminated.
- Lease Renewals are assessed based on:

- Your eligibility of the program
- No outstanding balances on your account
- No breaches from your Lease Agreement
- Lease renewal signings take place during the last month of your existing term. Refer to your lease.
- If have misplaced your lease agreement, you can call your Property Manager to request another copy.

### Market Rent Increases

If you are renting under our Affordable or Low End of Market programs, you *may* be subject to an increase in your rent.

- Each year CHC conducts rental market surveys to evaluate rent amounts
- The new rent must be agreed upon during the lease renewal signing in order to continue your tenancy with us

### Landlord's Right of Entry

- As per the Residential Tenancy Act, Calgary Housing Company and their contractors may enter your unit *with notice* between the hours of 8am and 8pm for the purpose of inspecting the state of repair of your unit, for performing repairs, for showing your unit or for pest control measures.
- To ensure speedy repairs, tenants can give Calgary Housing Company verbal Permission To Enter the unit
- 24 hour notice will be posted to enter the home unless you give Permission to Enter
- If you have any pets, please ensure they are confined on the date and time noted
- If you are not home a Calgary Housing Representative will provide access to your unit
- Calgary Housing Company may enter the residential premises without consent or notice if there are reasonable grounds to believe that an emergency requires the landlord to enter the premises, or the tenant has abandoned the premises.



### Subletting/Unauthorized Occupants

- Only the leaseholders and occupants listed on your lease agreement may live in your unit
- Subletting of your unit is not allowed.
- All new occupants must be pre-approved by Calgary Housing Company

## Guests

- Guests are welcome to join you in your unit, but cannot stay in your unit longer than one week (7 consecutive days) without permission
- If guests stay for longer than one week, they would be considered an unauthorized occupant. A Request to add New occupants must be sent to your Property Manager to be added to the lease
- If you have an unwanted guest and would like support to have them removed, please contact Calgary Police and notify your Tenant Liaison or Property Manager.

## Quiet Possession

Your home is a place where you are entitled to enjoy peace, quiet and comfort. To positively contribute to a peaceful environment with other tenants, please follow the City's Noise By-law. The City of Calgary's Noise By-law protects all residents from being bothered by noises from outside of their homes.

If you would like to submit a noise complaint against another tenant, please call (587) 390-1200 or 3-1-1 outside of office hours. CHC will investigate all tenant complaints of a serious nature.

- All tenants are entitled to quiet possession of their premises.
- If you need to call Calgary Police or Bylaw Services for excessive noise, please report this to your Property Manager.

## Tenant Compliance and Exemptions

CHC tenants are expected to comply with certain rules and regulations as indicated in their Residential Tenancy Agreement (lease). We encourage you to become familiar with these rules and regulations in order to maintain a successful residency with CHC. Some of these rules and regulations include (but are not limited to):

### Unfinished Basements & Storage

- Unfinished Basements and Storage Rooms are not to be used as a bedroom, as this can be a fire hazard. Calgary Housing Company's priority is to ensure that tenants remain safe and comfortable in their homes.

### Swimming Pools (if applicable)

- CHC does not permit a pool that is greater than 18 inches in height and/or 6 feet in diameter on CHC property including yards, common areas and play areas.
- Pools must be drained at the furthest point away from all buildings with water drained away from buildings.
- Children must be supervised at all times.
- Calgary Housing is not responsible for any incidents that result from use of a pool.

### Trampolines (if applicable)

- Trampolines are permitted if the tenant follows manufacturers' guidelines and directions.
- Location must be at least 3 feet from fences, buildings, trees, parking areas and other obstacles.
- A net is mandatory and must be in good repair.
- Not all yards will accommodate the size of a trampoline safely.



# YOUR SAFETY & SECURITY

The safety of our tenants is of the utmost importance. In this section, we review crucial information that will help to keep you safe in your Calgary Housing Company home.

## Emergency Preparedness

- Keep an emergency supply kit with a minimum five-day supply of water, food (especially foods that do not require cooking such as energy bars and crackers) and clothing.
- Include a first-aid kit, flashlight, extra batteries, a portable battery-operated radio and any required medications.
- Visit [Calgary.ca/CEMA](http://Calgary.ca/CEMA) for more information on building a 72-hour emergency preparedness kit
- Learn about emergency preparedness at the Calgary Emergency Management Agency (CEMA) website here [\[CEMA\]](http://CEMA)

## Who do I call?

### For Life Threatening Emergencies:

Always Call 9-1-1

Any incident involving illegal activities should be reported to the police.

### For other Emergencies in your Community:

Call Crime Stoppers 1-800-222 TIPS (8477) Text CRIMES '274637' Keyword 'tip252'

Call if you would like to share information that will help police solve a crime.

## FIRE ALARMS AND SMOKE DETECTORS

Basic fire safety begins at home where a little bit of planning can go a long way towards protecting your loved ones and preventing damage to your belongings. Please review these tips on fire prevention and safety as well as what to do in case of a fire and be prepared.

### Fire Prevention

These are general tips to prevent a fire in your home.

- Do not store flammable materials inside your home or attached storage.
- Do not overload power outlets or use damaged, old or frayed power cords.
- A power bar with a shut-off feature can protect your electrical appliances.
- Advise your Property Manager immediately if you become aware of any fire hazards in your home or building, for example, accumulations of combustible materials, flammable liquids, or blocked exit routes.
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.

## Cooking and Kitchen Safety

These are fire prevention and general safety tips to prevent burn injuries in your kitchen.

- Never leave cooking food unattended.
- Use your stove's back burners whenever possible.
- Turn pot handles inward to reduce the risk of pots being knocked over.
- Always keep an oven mitt and lid nearby when cooking.
- If a small grease fire starts in a pan, smother the flames by carefully sliding the lid over the pan.
- Keep potholders, oven mitts, wooden utensils, and other items that can burn, away from your stovetop.
- Do not to store combustible or flammable items in the bottom drawer of the oven.
- In case of an oven fire, turn off the heat and keep the door closed.

## Preventing False Alarms

- Prevent annoying false alarms that also waste your smoke detector's battery life.
- Keep your stove, oven and toasters clean to prevent setting off your smoke alarm.
- Use the exhaust fan (if available) when cooking to reduce the possibility of false alarms.
- Use bathroom exhaust fans to prevent steam from setting off your alarm.
- If your smoke detector is being set off too easily, ask your Property Manager if it can be moved.
- In case of Fire - Call 9-1-1 for the fire department

## Smoke Alarms

### CHC Apartment Buildings

Every CHC Apartment Building is equipped with a fire alarm system and evacuation plans are posted in the common areas. Please read these so you are aware of what to do in case of a fire.

- If you hear the fire alarm in your building, exit immediately then call 911.
- Do not use the elevators.
- If you require assistance exiting your unit, call 911.



### CHC Townhomes and Single Family Homes

CHC townhomes and single family homes are equipped with smoke detectors.

- Smoke detectors must not be tampered with or removed.
- This includes no painting or covering of the smoke detectors.
- You should test your smoke detectors once a month to ensure they function.
- Report any malfunctioning or broken smoke detectors to your Property Manager.

If you live in an apartment building, you will find fire safety and evacuation information posted on each floor.

**We encourage you to test every alarm device regularly to see that the batteries are working by pressing the TEST button. If an alarm does not work, immediately call CHC for further instructions.**

Plan escape routes with everyone in your household and practice them regularly so everyone knows how to exit the building safely.

If you hear a fire alarm, always leave the building right away. Follow your fire escape plan.

Learn about fire safety equipment at the Calgary Fire Department website: [Fire Safety Equipment](#) | [Smoke Alarms](#) | [Home Fire Safety](#) | [Electrical and Gas Appliances](#) | [Apartment Building Fire Safety](#)

## Fire Safety Tips

It is important to consider these fire safety tips to protect your home and your family.

- Do not store flammable materials such as paint thinner, solvents, propane tanks or gasoline inside your home or attached storage.
- Keep your stove, oven and toasters clean to prevent setting off your smoke alarm
- Use the exhaust fan (where equipped) when cooking to reduce the possibility of false alarms and never leave cooking food unattended.
- Do not overload power outlets or use damaged, old or frayed power cords.
- A power bar with a shut-off feature can protect your electrical appliances.
- Make sure you know what to do in case of fire. If you live in an apartment building, you will find fire safety and evacuation information posted on each floor.
- Draw a floor plan of your unit on the fire escape plan
- Make sure you know at least two ways out of the building in case one escape route is blocked by fire. Plan these escape routes with your household members and practice them regularly so everyone knows how to exit the building safely.
- If you hear a fire alarm, always leave the building right away. Follow your fire escape plan.
- If a fire occurs in your unit, evacuate to safety, activate the fire alarm, and call 911 for the fire department.
- Advise your Property Manager or other site representative immediately if you become aware of any fire hazards in your home or building, for example, accumulations of combustible materials, flammable liquids, or blocked exit routes.
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.





## Sprinkler Systems

- If your apartment or home is equipped with sprinkler heads on your ceiling, you must not hang items on the sprinkler head.

## Protecting Yourself & Your Home

- Do not leave your front door open.
- If you are in an apartment building do not let strangers into your building by opening the door for them with your key or through your intercom system.
- If you see strangers loitering around the premises call the Calgary Police Service directly at 403-266-1234.
- Be mindful of who you give your keys to.
- Your new CHC home should be the safest place for you and your family. Never open your door before finding out who is there. If your entrance door is equipped with a peep hole look through it or a window to see who is there.
- CHC representatives such as building maintenance workers will not enter your premises without proper notice or permission from you unless it is an emergency.
- All CHC staff have identification. Do not hesitate to request ID from anyone claiming to be acting on behalf of CHC.
- Always lock your doors and windows at night. Draw the curtains or blinds at night to prevent people outside from looking in. If you're away in the evenings it is a good idea to have lights on in different rooms of your home, so others think that there are people home.
- Always be aware of your immediate surroundings and any people around you.
- In an emergency situation where your safety or someone else's safety is at risk, please **call 9-1-1 immediately**.
- To report an anonymous crime tip, please call the Calgary Crime Stoppers at 1-800-222-8477.

Note – tenants are not permitted to add a Home Security System that alters in any way the electrical for the unit. Please talk to your Property Manager if you have questions.

## Unacceptable Behaviours and Workplace Violence

Calgary Housing Company is committed to providing a respectful workplace for staff and respectful service to customers. CHC respects the rights and dignity of the people it serves and treats them in a non-coercive manner. In turn, we expect our staff to be treated courteously and respectfully. Violence or abuse is unacceptable.

We recognize that tenants living with CHC, as well as those inquiring about or applying for housing, may be in crisis or experiencing extreme stress. This can lead to unacceptable behaviours such as abusive and disrespectful interactions with staff including threats or actual violence.

CHC's ***Unacceptable Behaviours and Workplace Violence Policy*** sets out how CHC and staff can work to promote respectful interactions between CHC and our customers.

In this policy, “unacceptable behavior” includes “any actions, words or physical gestures that could reasonably be perceived to cause another person distress or discomfort”.

The policy identifies steps that CHC staff can take to prevent escalations or situations where unacceptable behaviors may result, and outlines ways to respond to unacceptable behaviours, acts of violence or threats. Key points include:

- Ensuring staff receive appropriate training,
- Emphasizing de-escalation and prevention,
- Identifying situations with risk of unacceptable behaviour,
- Educating staff on how to respond to unacceptable behaviour,
- Reporting and record keeping requirements regarding incidents, and;
- Consequences for unacceptable behaviours, acts of violence or threats against staff include:
  - Applicants or tenants may be asked to leave CHC offices,
  - Potential impact on tenancy up to and including eviction.

[Download a copy of the Unacceptable Behaviours and Workplace Violence Policy.](#)

### **Vandalism & Suspicious Behaviour**

- If you witness any acts of vandalism, such as graffiti, in your community please contact the Calgary Police Service general line at (403)266-1234.
- Contact your Maintenance Administrator or call (587)390-1200 to file a report with CHC.
- Click here to [Learn more about graffiti and vandalism](#) from calgary.ca



## Community Centres

CHC operates several Community Resource Centres in partnership with local agencies. These centres are located at certain CHC properties and are available to support local residents.

Some agencies provide on-going programming, and others may be recruited for special events or other purposes depending on the needs of the community. Community Resource Centres are intended to foster community involvement and social integration, and programming is tailored to the needs of the residents at each location.

There are many ways to get involved in your community. You can volunteer your time, participate in local events, or attend tenant meetings.



## Agency Partners

Calgary Housing Company works with over 100 different agencies that support our mission to make life better for Calgarians through the provision of safe, affordable housing to low and moderate-income households. Together we are focussed on a client-centred approach to delivering services that help tenants maintain their housing, access a variety of supports, and enhance their quality of life through learning and personal development.

CHC's Tenant Liaisons link tenants to community-based social support services and also provide short-term intervention and limited supportive counseling to tenants. They establish agreements with agencies to provide services based on tenant needs within each property. Floor representatives are also available in select properties to provide after-hours support to tenants.

CHC also partners with organizations to provide year-round programming at resource centres located in some of our complexes. Supports include:

- Education, literacy, and other types of children's programming,
- family well-being and domestic violence related supports,
- programs that promote health, nutrition and recreation
- arts and culture and other social and community engagement opportunities
- finance and employment services including financial empowerment,
- and services specifically to support immigrants

To find out more about our partners or request a referral or other support, please contact your Tenant Liaison.

### **Tenant Advisory Group**

The Tenant Advisory Group was created to support the Board of Directors and Administration by giving feedback and advice on service standards including any issues and gaps in service. This is a great opportunity for tenants to come together and provide input on their tenancy and help improve CHC services. For information on how to get involved, please contact your Tenant Liaison.



## MOVING OUT

This section provides more information on what is required when a tenant is preparing to move out. If you are moving out, we welcome you providing a reason to your Property Manager, as we are always looking for feedback and ways to ensure your stay with CHC was comfortable.

If you have are facing concerns with your housing stability, please contact your Tenant Liaison for support.

### Providing Notice to Vacate

If all of the occupants of your household are moving out, send CHC a written Notice to Vacate.

- If you are moving out before the lease ends, please contact your Property Manager and give one full month's written notice.
- If you are in a Fixed-Term agreement and move before the end of the agreement you are responsible for the term of the agreement.
- Your submitted Notice to Vacate must be signed by all leaseholders and dated. It must also include a forwarding address.
- Your notice can be faxed, mailed or hand-delivered to our office to the attention of your Property Manager.
- We will send a letter to inform you of move out inspection appointments. If you cannot attend either appointment, please contact your Property Manager to arrange for a different date or time.
- A pre-move out inspection may occur to assess the general condition of the property. This allows CHC to schedule contractors.

### Abandonment of a Unit

If you have not paid your rent and have vacated your home while leaving your belongings behind, CHC will make reasonable efforts to contact you. We will then inspect your home to determine if it has been abandoned. We may dispose of your belongings if we cannot reach you. If you decide to leave your unit without giving notice, you will still be considered responsible for the rent up to the required notice period or the end of the lease date.

### Move Out Inspections

When you give notice to leave your unit, we will schedule the move out inspection.

- This is when you will hand over your keys to the agent.
- You should also provide your forwarding address so we can send you the statement of account and contact you to return any security deposit if applicable.
- If a security deposit was collected as per your rental agreement, a statement of account shall be sent within 10 business days of your final inspection.
- All furniture and belongings must be out of your unit and yard prior to your inspection.
- Your unit must be clean and ready for occupancy by the next tenant.
- Use the cleaning list provided (see below) as a guide to help you prepare your unit for move-out and avoid move-out related charges.
- If at the time of a move-out inspection items have been left behind, they are considered "abandoned goods" and will result in Tenant Charges.

## Eviction Prevention

An “Eviction” occurs when a tenant and their household is put out of their home by legal means because they did not fulfil their obligations under their lease or the Residential Tenancies Act.

CHC works closely with staff, tenants, and the community to maintain successful tenancies and looks for effective solutions to tenant disputes or issues whenever possible before applying for an eviction. CHC also strives to ensure a transparent, equitable and consistent approach to maintaining housing and preventing evictions from CHC where possible.

**Please note that CHC is committed to the early identification and mitigation of issues that may negatively impact housing stability for tenants.**

### You can be evicted if you:

- Continually are late paying your rent
- Misrepresent your household income
- No longer qualify for RGI subsidy and fail to pay market rent
- Persistently disturb other tenants
- Threaten the safety of another tenant or CHC staff
- Break the law or run an illegal business in CHC communities
- Breach the clauses of your lease agreement
- Do not maintain your unit to an acceptable standard of cleanliness.

Please contact your Property Manager if you need more information on preventing evictions due to rent arrears or late payment.

## Cleaning List

**Upon moving out, please ensure you follow this list closely to ensure that you have completed all move-out procedures and maintained the cleanliness of your home.**

[Download the Cleaning List](#)



## STAYING INFORMED

### WEBSITE – [WWW.CALGARYHOUSINGCOMPANY.ORG](http://WWW.CALGARYHOUSINGCOMPANY.ORG)

Our website is an important place for news and information that matters to you. You will also find all the same information that is outlined in this handbook, as well as links to resources and supports that can help you with your tenancy.



### SOCIAL MEDIA

~~CHC uses some social media platforms to communicate to tenants and the general public. Follow us on Twitter and LinkedIn.~~



### TENANT NEWSLETTER

CHC produces a bi-weekly newsletter that includes CHC news, tenant tips, partner info community resources and events, and other valuable content. You can [sign up for the newsletter](#) on calgaryhousingcompany.org.

If you have not been receiving emails with the tenant newsletter, please e-mail: [chccustomerservice@calgary.ca](mailto:chccustomerservice@calgary.ca).



NOTES:



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