

Resident Services – Who to Contact When?

FOR POLICE, FIRE, OR MEDICAL EMERGENCIES CALL 911

PROPERTY MANAGER

- Report any criminal behavior or violation of your rights as a resident
- Report concerns about other residents
- 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

To schedule a Move out appointment please contact your Sr. Site Manager

HOUSING ADMINISTRATOR

- 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

TENANT LIAISON

- 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 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.