



Resident Toolkit

Best practices to maintain your residency

2025

Introduction

Dear Resident,

Thank you for taking the time and effort to learn how to maintain your residency.

This toolkit includes information, resources, and tips. We hope that this toolkit can help you understand what you will need to know about living in a home with Calgary Housing, as well as the other supports available.

If you need a translated copy, you can reach out directly to your property manager or go to our website which has translation software. You can also find many of the listed resources and documents on our website and resident portal.

We are always looking for better ways to serve our residents and the homes they will live in.



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Need a Translated Copy?

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您需要翻译副本吗？

您需要翻譯副本啊？

هل تحتاج إلى نسخة مترجمة؟

¿Necesita una copia traducida?

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کیا آپ کو ترجمہ شدہ کاپی کی ضرورت ہے؟

Bạn có cần một bản dịch?

번역본이 필요하십니까?

The following documents have important information for Calgary Housing residents. If you would like a translated copy of the guide, please visit our website or contact your Property Manager.

If you would like a physical copy of the guide, please visit our office:

Wood Centre

200, 2535 3rd Avenue SE

Calgary Alberta T2A 7W5

For more information on accessing our office, visit:

www.calgaryhousingcompany.org/contact/

Zero Tolerance for Violence

Calgary Housing (CH) will not tolerate any form of physical or verbal violence towards other residents, staff, or contractors.

This includes threats of violence and actual violence.

If a resident or household member engages in violent behavior, they can be evicted. Eviction means that a resident and their household are legally required to leave their unit.

CH is committed to providing a safe and respectful environment for staff and residents!

For more information on unacceptable behaviors, please visit our website: [Resident Responsibilities | Calgary Housing Company](#)



Community Resources for Residents

Organization	Description	Phone Number	Website
211	Information and referrals for community and social services	211	211 Alberta 211 Alberta, Help Starts Here
SORCe	Connects people experiencing or at risk of homelessness, to programs and services that can help to address the barriers to stable housing.	587-779-5015	SORCe (sorcelandgary.ca)
Calgary Legal Guidance	Free legal guidance	403-234-9266	Calgary Legal Guidance (clg.ab.ca)
Gateway	Gateway ensures immigrants and refugees are connected to the best-fit programs and services to thrive in Calgary	403-265-1120	Gateway Calgary – Here to Connect You (gatewayconnects.ca)
Community Connect YYC	Community Connect YYC is a collaborative of Calgary agencies committed to eliminating the barriers and lengthy wait times that make it challenging to access much-needed mental health supports (counselling)	N/A	Community Connect YYC
carya – The Way In Network	<ul style="list-style-type: none"> • Information and referrals • Assistance with forms for pensions, benefits, transportation, and housing • Caregiver support • Access to volunteer supports • Elder abuse intervention and support • Commissioner for Oaths • Assessment and case management • Group activities and workshops 	(403) SENIORS 403-736-4677	The Way In Network – Carya Calgary

5 Things to Know About Your Lease

1. Rent is due on the ____ of every month. Your rent must be paid on time every month.
2. Your lease is a legal contract between you and Calhome Properties Ltd./Calgary Housing.
3. You are responsible for all occupants, invited guests, and pets in your unit.
4. You must immediately report any changes to family size or income to your Housing Administrator and Calgary Housing.
5. You must have an annual review (if applicable). Your one-year date is: _____

Housing Provider & Resident Responsibilities

This resource highlights the responsibilities of Calgary Housing and residents. Please review the information on how to maintain your home.

Housing Provider	Resident
Respond to non-emergency and routine repair requests in a timely manner.	Keep your unit and surrounding areas (sidewalks, yards, or balconies) clean and in good condition.
Comply with local health, safety, and property standards and bylaws.	Notify CH immediately of any damage to your unit or maintenance emergency. This includes flooding, sewer backup, or no heat to your unit when the outside temperature is below 15 degrees Celsius.
Give at least 24 hours' notice before entering your unit unless there is an emergency such as a flood, fire, or life-threatening event.	Repair or pay to repair damages that you or your visitors/guests cause (excludes normal "wear and tear").
Provide services as set out in your lease and under the law.	Replace light bulbs and fuses.
Provides pest treatment for bed bugs, cockroaches and mice and covers the cost.	Only flush toilet paper down your toilet. Unclog toilets and drains.
Ensure the property is well-maintained before move-in.	Obtain written permission from CH for any alterations or renovations to your home.
Respond to EMERGENCY requests within 1-hour and begin repairs within 24-hours. Some examples: <ul style="list-style-type: none"> - Floods / sewer backups / severe plumbing leaks - No heat during cold weather - No water/ no water pressure - Broken doors, windows, elevators - No electricity to entire unit 	Winter maintenance – Remove snow and ice from surrounding pathways and sidewalk by your property, if applicable. Keep windows closed during freezing temperatures (below 0 degrees) . Shut off the water to the outside taps before winter. Summer maintenance – Routinely cut grass and keep your yard and surrounding areas free of garbage/clutter.
Respond to URGENT requests that will have completed repairs within 48-hours. Some examples: <ul style="list-style-type: none"> - Toilet repairs / Plugged sink - Fridge not working - Mould in unit - Broken or lost mailbox keys 	Replace furnace filter every 3 months. The cost is residents' responsibility. Arrange for a qualified cleaning company to clean your furnace every 2 years.

For more information, please visit our website: [Calgary Housing – Maintenance Responsibilities](#), visit the resident portal or scan the QR code
Contact your Housing Support Specialist if you have questions.



Resident Tip Sheet

Who to Contact When?

For Police, Fire, or Medical Emergencies: Call 9-1-1

Property Manager: Name: _____ Phone: _____

- 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.

Housing Support Specialist: Name: _____ Phone: _____

- 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.

Housing Administrator: Name: _____ Phone: _____

- 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

Resident Tip Sheet

Having Guests in Your Home

At CH, we welcome our residents to have guests and visitors in their home. This sheet outlines ways to do so safely and in compliance with provincial laws.

Under the Residential Tenancies Act, residents in Alberta are permitted to invite or allow guests to stay at their home. However, there may be legal and financial consequences of having guests in your unit. In some cases, it could lead to an eviction notice.

Learn about your rights and what you can do to avoid eviction.



Your Rights

- If you invited or allowed someone into your unit, you are responsible for their actions (e.g., damages or noise that disturbs the reasonable enjoyment of other residents).
- Calgary Housing does not have the right to decide who or when you invite into your home.
- You are entitled to your right to privacy and are not obligated to inform Calgary Housing every time a guest stays over unless they stay with you for more than 7 days in a month.

Guests in Your Home

- Guests cannot stay in your unit for more than 7 days in a month, without prior written permission from your Property Manager.
- If your guest causes disturbance or damage to the property, Calgary Housing (CH) will hold you responsible. This may result in payment of cost to replace or repair the damages and/or eviction.

Subletting

- Subletting of your CH unit is NOT allowed.
 - Subletting is when the original tenant rents the unit to someone else.

What You Can Do

- Avoid inviting guests who may cause problems.
- If you have an unwanted guest and would like support to have them removed, please call:
 - Calgary Police (911 for emergencies and 403-266-1234 for non-emergencies) and/or
 - Your Housing Support Specialist or Property Manager
- For support, reach out to your Housing Support Specialist. They can connect you to free legal advice.

Resident Tip Sheet

Annual Rent Review/Recertification Checklist



Has your income changed? Have there been any changes to the household?

Every year during your tenancy at Calgary Housing (CH), you will receive a Rent Review Form from your Housing Administrator. The purpose of this form is for CH to review your rent and/or determine your continued eligibility under any CH-managed Housing Program.

Checklist

- o Complete Rent Review Form. Ensure all Yes/No boxes are checked and blank spaces are completed if they apply.
- o Ensure the form is signed and dated by all lease holders.
- o Obtain income verification documents for each income type where you checked "Yes"
- o Submit completed Rent Review Form and supporting income verification documents to your Housing administrator by the due date on the Rent Review Form.

What You Can Do

Review the Rent Review Form here: [Rent Review Form](#) or scan the QR code below



Contact your Housing Administrator for more information or if you have any questions about this.

Resident Tip Sheet

Maintaining Common Areas

Common areas are shared spaces within a Calgary Housing (CH) complex, apartment, or building. These areas are part of your community and should be treated like your home. These spaces include:

- Entrances and Lobbies
- Hallways
- Stairwells
- Elevators
- Parking Garages
- Laundry Rooms
- Garbage or Recycling Rooms
- Resource, Community, or Meeting Rooms
- Outdoor Playground or Green Spaces



What You CAN NOT Do

- o Do not smoke or vape in common areas (listed above).
- o Do not smoke or vape anywhere on the property (your unit, balcony, or on the grounds) if you are in a designated non-smoking CH building.
- o Do not smoke or vape within 3 meters of an entrance or exit to any CH apartment or building.
- o Do not leave belongings such as garbage or recyclables, furniture, bicycles, strollers in common areas.

What You SHOULD Do

- o Clean laundry rooms, appliances, tables, and sinks after each use.
- o Remove lint from the lint screen in the dryer to prevent fires and reduce drying times.
- o Ensure safe and reasonable use of all common areas by household members and guests.
- o Supervise your children in common areas.
- o Report any common area issues through the resident portal.

**If you have a medical need for cannabis that has been prescribed by a medical professional, please contact your Property Manager.*

Resident Tip Sheet

Absences While Living in a CH-Managed Property

The maximum number of days that all members of the household can be “absent” or not living in their unit is 60 days in a 12-month period.

This rule only applies if all members of the household are away at the same time.

If you are absent for more than 60 days in a 12-month period, you could receive an eviction notice.

What You Can Do

Providing notice to your property manager before your household is absent for multiple days is encouraged but not expected. It can help your property manager to know when you will return and prevent evictions based on suspicion of breaking a lease due to undocumented vacancy.

- o Provide a written notice to your Property Manager 7 days prior to being absent for more than 4 consecutive days.
- o Inform your Property Manger if you are in hospital, in rehabilitation, incarcerated, or have documentation to support a valid reason for being away from your unit for more than 4 days.

Resident Tip Sheet

How to Read an Eviction Notice



An Eviction Notice is required to begin the process of legally removing a resident. An Eviction Notice can be 24 hours, 14 days, or 90 days, depending on the reason(s).

24 HOUR NOTICE TO TERMINATE PURSUANT TO SECTION 30(1) OF THE RESIDENTIAL TENANCIES ACT

TO: JANE DOE Resident's Address Payment Account # xxxxxx	CALGARY HOUSING COMPANY #320, 433 MARLBOROUGH WY NE CALGARY, ALBERTA T2A 5H5 (587)390-1200
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Example of a Notice

The type of Notice you receive is found on the top of the Notice.

The termination date and reason for the Notice is highlighted in yellow to your right.

I hereby give you notice to deliver up possession of the premises at the above address

At {TERMINATION DATE}, for the following prescribed reason(s):

As per Residential Tenancies Act Alberta, Section 30(1)(b),

Termination of tenancy for damage or assault 30(1) Notwithstanding section 29, if a tenant has

b) physically assaulted or threatened to physically assault the landlord (agent of the landlord) or another tenant,

As per your Residential Tenancy Agreement signed on April 19, 2019:

Breach of lease section (11) – The Tenant shall not do any act or permit any act to be done by any occupant or invited, either in the premises or in the building or common areas of the property of which the Premises form a part, that interferes with the rights of the Landlord or other Tenants in that property, or that disturbs or annoys residents in the vicinity of the property.

Breach of lease section 12 – The Tenant shall not carry on or permit to be carried on in the Premises any activity which contravenes any statute, ordinance, by-law or regulation of the Government of Canada, the Province of Alberta, or the City of Calgary.

The Notice is Required to Tell You

- The date CH requires you to move, which is called the termination date.
- The reason CH requires you to move.
- Details about the reason you are being evicted.

Delivery of the Notice

- CH staff is expected to give the Notice to the resident in person. If the resident is not home, CH must attach the Notice to their front door.

What You Can Do

- o To talk about your options, call your Property Manager directly.
- o For support, call your Housing Support Specialist. They can connect you to free legal advice.

Contact Information

Calgary Housing's Address:

Wood Centre

200, 2535 3rd Avenue SE

Calgary, AB, T2A 7W5

Hours: Monday to Friday 9:30am – 4:00pm (except Statutory Holidays)

For general resident inquiries:

- Contact CH: 587-390-1200 (press 5) or CHCCustomerService@calgary.ca
 - Hours: Monday to Friday 9:30am – 4:00pm

For general maintenance inquiries and maintenance emergencies:

- Contact CH: 587-390-1200 (press 3)
 - Hours: 24 hours/7 days

Resident Portal (non-emergency maintenance issues): [Login to RENTCafe Resident Services to manage your rental needs | RENTCafe \(securerentcafesocialhousing.com\)](#) OR scan the QR code below



For more information on how to successfully maintain your tenancy:

- Visit [Residents | Calgary Housing Company](#) OR scan the QR code below



YOUR LOCAL STAFF

Your Property Manager:

 Name: _____

 Phone Number: _____

 E-mail Address: _____

Your Housing Support Specialist:


 Name: _____

 Phone Number: _____

 E-mail Address: _____

Your Housing Administrator:

 Name: _____

 Phone Number: _____

 E-mail Address: _____