



Civida

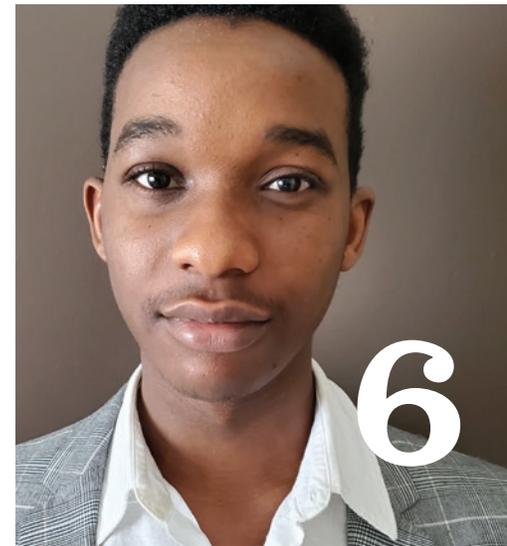
Tenant News

Civida's Quarterly Tenant Newsletter ◦ SPRING 2022



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Hi everyone. It has been more than two years since Civida welcomed customers through its lobby doors. The week of March 9-13, 2020 was the last week we served customers in-person at our main office on 112 Street and at our satellite office in Bannerman.

I want to thank you for being patient during this challenging time. We know it wasn't an easy transition for those we serve. The pandemic caused a lot of businesses to shift how they interact with customers and we were no different. Out of an abundance of caution, we pivoted to phone or online service exclusively and shifted our staffing to reflect this new reality.

We continue to encourage those interested in applying for our housing options, or inquiring about issues specific to their current housing, to use our online application portal, phone or email. I am pleased to inform you however, that we are expanding our customer service options to include in-person appointments, which can be booked through our website starting June 1.

What this means is that we continue to serve you by web, phone, and email – that will not change. You can now however, book an in-person appointment at our 10232 – 112 Street offices through our website: www.civida.ca. Our staff have worked hard to set up this online appointment booking system to help serve you better.

On page 3, we have included fire safety tips for you from our health and safety officer. This is a topic we take very seriously. We want you to have a safe tenancy with Civida whether you live in an apartment complex or in an individual town home. All our buildings with lobbies have fire safety instructions for you to follow in case of a fire emergency. All our townhomes and apartments are outfitted with smoke alarms. I encourage you to read this page, clip it out and save it to your fridge door or home bulletin board. The safety of those who live in our homes is our top priority.

Gord Johnston, CEO
Civida

Tenant satisfaction survey

Civida wants to provide the best service possible to tenants. To help achieve this goal, Civida has asked an independent survey firm to conduct a tenant satisfaction survey.

Between June 30 and July 31, a representative from a research firm will call a random selection of approximately 500 Civida tenants. Civida has authorized this firm to call you. They will ask you questions about your level of satisfaction, needs, expectations in relation to your home, maintenance experience and your quality of life. If you have call display on your phone, the call display will read Civida Survey.



When the representative calls, you will be asked if you want to voluntarily participate. The interview could take up to 15 minutes to complete. If it is not a convenient time, the representative will arrange a time to call you back.

Your input is valuable to Civida. Your individual answers will not be shared with anyone. No names will be used and no personal information will be collected. Your answers will be put together with the answers of others to ensure anonymity.

Thank you in advance for your participation in this very important Civida tenant satisfaction survey.

If you have any questions about the survey, please contact us at: communications@civida.ca or 780.420.6161

Fire safety tips for tenants



Meet **Mike Lakusta**, Civida's manager of health and safety. Mike oversees safety for tenants including making sure you know what to do in case of a fire. Civida values the safety of all its tenants.

As an example of how seriously we take fire safety, Civida conducts fire drills on a regular basis to familiarize tenants with the sound of the alarm and where the emergency exits are located. Civida will not tell you when a fire drill is going to happen as we want tenants to respond when an alarm sounds.

Mike's Fire Safety Tips

To make your home fire safe:

- Never leave items on a stove unattended.
- Reduce or eliminate clutter around furnaces and other sources of ignition like floor or space heaters.
- Ensure your smoke alarm works by changing the batteries on a regular basis.

What to do when you hear the fire alarm:

- If you hear the fire alarm, evacuate the building immediately. Seconds really count when it comes to fire safety!

- All Civida buildings have clearly marked maps in hallways that will point you to a muster point, a safe spot away from the fire. Once there, a fire official will tell you what is happening.
- If you have a disability that requires you to use a walker or wheelchair, stay in your home. Call 911 and let the operator know what your address and unit number is. A firefighter will come to you and if necessary, assist you in getting out of the building.

If you have any questions on how to make your Civida home safe from fires, reach out to your site manager, field supervisor or Civida's Customer Service phone line at 780.420.6161.

Spring

Maintenance Tips



Townhomes

Interior maintenance:

- Please clean up after your pet as the snow melts in your yards.
- Change furnace filter.
- Test smoke detector and carbon monoxide detector.
- Check all plug ins for damage and report any issues to site manager.
- Clean bathroom exhaust fan cover. Make sure there is air flow.
- Check faucet for leaks or drips and report any issues to site manager.
- Check your dryer vents and hoses for lint build up.
- Check filter on your range hood fan.
- Make sure that your basement is clean and clear, with no items on the floor.
- Keep items off the floor to protect them from sewer backup or flooding.

Exterior maintenance:

- Please clean up after your pet as the snow melts in your yards.
- Do not leave any loose garbage or in bags in your yard as the strong odour will attract pests.
- Do not leave empty cans or recyclable material in your yard as the strong odour will attract pests.
- Rake and mow your backyard. Long grass attracts pests.
- Remove any items stacked against your house or close to your back door/basement window – this attracts pests.
- Only outside furniture is allowed in your yard. Remove any couches, chairs or appliances.
- Make sure not to hang any carpets/clothes on the fences. This causes the wood to rot.
- Report any broken fence boards/gates to your site manager.
- Clean outside planters by removing weeds and long grass.

Apartments

Interior maintenance:

- Test smoke detector and carbon monoxide detector.
- Check all plug ins for damage and report to site manager.
- Clean bathroom exhaust fan cover and make sure there is air flow.
- Check faucet for leaks or drips and report any issues to site manager.
- Check filter on your range hood fan.

Exterior maintenance:

- Clean your patio. Only outside furniture is allowed on your patio.
- Don't hang clothes or carpets over the railings.
- Do not leave any loose garbage or in bags on your balcony as the strong odour will attract pests.
- Do not leave empty cans or recyclable material on your balcony as the strong odour will attract pests.

Civida Employee Profile



Meet Nicole Han, Rent Supplement Clerk Nicole Han loves her new role at Civida.

“As a rent supplement clerk in Placement, I get to give money to people every day,” she says. “I review rent supplement applications that come to Civida through our website applicant portal, Rent Cafe.”

She says it’s a big change from her previous Civida role where she was responsible for evictions and compliance. “My current job has happy tears,” she says.

Nicole says applicants looking for help paying their rent can qualify for two streams of rental assistance: Rent Assistance Benefits (RAB) and Temporary Rent Assistance Benefits (TRAB). RAB is decided based on a points scoring system while TRAB assistance is decided on a first come, first served basis.

Nicole said during the height of the COVID-19 pandemic, applications for TRAB increased, benefitting a lot of people during a challenging time.

TRAB benefits, which last up to two years, require applicants to live in Edmonton and they must produce a recent paystub from a full-time or part-time job.

“As an applicant, even if you think your income is considered “high”, you should always check off the TRAB option on your application form,” she says. “You can receive TRAB while you are waiting

for housing but once you get a home with Civida, those TRAB benefits will stop.”

Nicole wants current Civida tenants to know they will always get their RAB rent supplement by the 1st day of the month. Civida releases all rent supplements by the 25th of each month and it takes 3-5 days for the money to be deposited into a person’s account, depending on which bank they use.

“The days where Civida is processing rent supplement release are very busy but that money will always be deposited before the 1st day of the following month, so tenants receiving RAB do not have to worry.”

When she isn’t working, Nicole can be found in her garden or caring for her house plants, a recent hobby she developed during the pandemic.

Did You Know? Our customer service staff were very busy from January to March this year. Check out our latest quarterly statistics.

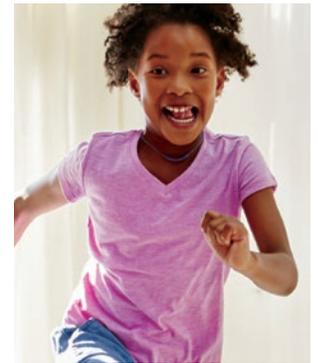
Statistic	January 2022	February 2022	March 2022
Calls handled by our call centre, excluding maintenance and direct line calls	4848	4280	4237
Email inquiries responded to by staff	1664	1542	1129
Families received a housing placement in community housing, near-market housing or mixed income housing	26	32	32
New applications received	428	382	434

Norwood Child and Family Resource Centre

Norwood is a welcoming, inclusive community hub focused on early childhood development and positive parenting. We offer parent education groups, a parent respite program, on-site mental health services, in-home family supports, and more. Try one of our drop-in parent and child play groups running every weekday (and some Saturdays) in locations around downtown and northeast Edmonton!



norwoodcentre.com



Stars Awards 2022 Presented by the CRH Foundation

Calling all high school students! Do you work hard on your academics? Are you involved in the community?

If you are in Grades 10, 11 or 12, apply now for a Stars Award.

Award winners receive \$100 to \$250 – plus the top Grade 12 student can get a \$5,000 scholarship to the post-secondary school of their choice.



Award categories include:

- Academic Excellence – for students with an average of 75 per cent or higher
- Community Impact – for students who are involved in the community
- Academic Improvement – for students who have worked to improve their grades

Applications are due by Wednesday, July 6, 2022

Learn more and apply online at www.civida.ca/stars

Civida Maintenance help & emergencies

WHEN DO I CALL My Site Manager?

Your Site Manager is your first point of contact to report any repairs required at your home. Their phone number is provided in your move-in package. For any non-emergency questions, you can also email us at maintenance@civida.ca

Monday – Friday from 8:30 a.m. to 6 p.m.

WHEN DO I CALL The Civida Maintenance Line?

780.420.6161 ext 2

- For emergencies during office hours and you can't get ahold of your Site Manager.
- For complaints and requests for modifications in unit.

WHEN DO I CALL The After Hours Emergency Line?

780.420.6161

- For maintenance emergencies after office hours, weekends and holidays.
- Fire, flood or anything that cannot wait until the next business day.



Please refer to your Lease Agreement for detailed tenant's responsibility for home maintenance or visit civida.ca/tenants/care-for-your-home/

Resources for tenants

Grocery & Food Resources

Affordable meal and grocery options are available for families and individuals in Edmonton:

2-1-1 can connect you to free meals in your community. Visit: ab.211.ca or call: 2-1-1.

C5 North East Hub's Pantry Program provides fresh foods every two weeks. Visit: edmontonnortheasthub.com

WeCan Food Basket Society provides affordable food baskets. Visit: wecanfood.com

24/7 Crisis & Support Lines:

If you or someone you know is experiencing distress or is in crisis, please contact one of the following numbers, or call 911 if you are in immediate danger. Available 24/7.

Dial 211 & press 3 – This will connect you with 24/7 crisis diversion and should be used when non-emergency support is needed for people in distress such as with mental health issues, shelter and intoxication.

Addiction Services Helpline – 1 (866) 332.2322
Help for problems with gambling, alcohol, tobacco, and other drugs.

Bullying Helpline – 1 (888) 456.2323
Advice or support on bullying (bullyfreealberta.ca).

Child Abuse Hotline – 1 (800) 387.5437
Hotline to report child neglect or abuse.

Family Violence Info Line – 310.1818
Provides information, advice, and support related to family violence.

Health Link – 811
Health advice from a registered nurse.

Income Support Contact Centre – 1 (866) 644.5135
Financial help for Albertans who do not have the resources to meet their basic needs.

Kids Help Phone – 1 (800) 668.6868
24/7 service offering professional counselling, information and referrals and support to young people.

Mental Health Helpline – 1 (877) 303.2642
Offers help for mental health concerns for Albertans.

Family Futures Resource Network

A community-based, non-profit organization whose mission is to educate, support and build on the strengths of families. With over 20 years of experience, the agency provides prevention and early intervention programs and services. The programs and services support children 0–18 years of age and their caregivers. familyfutures.ca

Boys & Girls Clubs & Big Brothers Big Sisters of Edmonton & Area

BCBG provides safe supportive spaces and positive mentoring relationships where young people experience new opportunities and develop confidence and skills for life. They provide a wide variety of programs, clubs, mentoring services, tutoring and much more. bgcbigs.ca

The Family Centre

The Family Centre is a safe space for all ages, cultures, ethnicities, experiences, gender expressions, gender identities, religions, and sexual orientations. They provide translations services, counselling, classes and courses for families and youth. familycentre.org

Civida Customer Service

8:30 a.m. to 4 p.m., Monday to Friday:
help@civida.ca or call 780.420.6161

Get social with us!

Get social with us! Want to be the first to know about news, programs and services offered by us? Follow us on Twitter, Instagram, LinkedIn, & Facebook for the latest news and events.

www.civida.ca



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