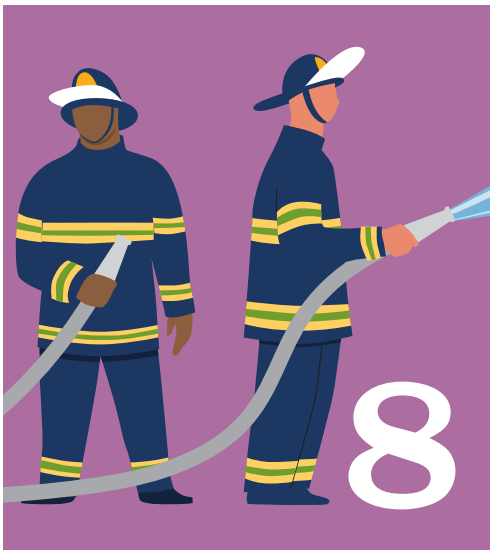
Civida

Tenant News

Civida's Quarterly Tenant Newsletter

FALL 2026



INSIDE

2 A Message: From Bree
3 Stories Through Art
3 Understanding Your Lease
4 Sorting and Collecting Waste
5 Build Credit With the Rent
5 General Maintenance Reminder
6 Free Tenant Social Events
7 Health and Safety at Civida
9 Tenant Stories
10 Kids Activity Corner

A Message: From Bree

Dear Tenants,

As Fall arrives and the days get cooler, this is a good time to prepare for the season ahead and take a moment to connect with the people and community around you.

In this edition, you'll find practical information to help you prepare for winter, including maintenance reminders, fire prevention tips and information to help keep your home safe and comfortable. Taking a little time to prepare now can help prevent problems as the temperature drops and heating systems are working harder.

In this newsletter issue, you will also find the story of a multigenerational family and the difference a safe, stable and affordable home has made in their lives. Their experience is a meaningful reminder of what a home can make possible, providing stability, supporting families and creating a foundation for the future.

We are also sharing highlights from the Stories Through Art showcase in District B. Opportunities to share creativity, culture and personal stories help bring people together and create stronger connections within our communities.

As we move into a new season, I hope you find something useful in this edition and opportunities to enjoy the people and community around you. Please take care of yourselves, your families and one another as the weather changes.

Wishing you a safe, healthy and comfortable fall.

Sincerely,

Bree Claude
Civida CEO

Stories Through Art:
Community Event at O-day'min Village

District B tenants and Civida team members wrapped up the summer with creativity, connection, and a strong sense of belonging at Stories Through Art, a community-led art showcase supported by Civida.

Tenants were invited to share artwork that reflected their culture, personal journeys, families, and identities, resulting in a vibrant celebration of talent and self-expression. The event featured several awards, including Judge's Choice, People's Choice, and Children's Participation, with all award recipients receiving prizes.

Thank you to the tenants, volunteers, and Civida team members who helped make this event such a success. Your passion, creativity, and dedication continue to strengthen connections and foster a greater sense of belonging across our affordable housing communities.

Watch: Understanding Your Lease

We've made it easier for you to understand your lease agreement and your rights & responsibilities. Scan the QR code below to learn more about your lease, repair costs Civida covers, details of your annual income review and more!

See the Full Tenant Video Series – At Home with Civida

Whether you're new to Civida or have been a tenant for a while, these short, easy-to-follow videos can help you better understand your tenancy and take care of your home.

Find the Tenant Video Series in the Tenant Resource Section of our website: civida.ca/tenant-resources.

Changes to Sorting and Collecting Waste in Your Home

What's Changing

Your building may have new food scraps and recycling collection bins. You may find three separate containers located at every disposal location in your apartment.

▲ *What Goes Where Poster*

▲ *Waste Collection Move-In Booklet*

What You Need to Do

Please separate food scraps and recyclables from your garbage and place waste in the correct container.

Scan the QR code below to learn more.

- Get Prepared: A Residents' Guide to Apartment and Condo Collection
- Apartment and Condo Collection Changes
- Apartment and Condo Collection Rollout Overview
- Apartment and Condos: How to Sort
- Apartment and Condos: Sorting Your Food Scraps
- Apartment and Condos: Sorting Your Recycling
- Apartment and Condos: Keeping Bins Accessible

Questions? Call the Waste Services Customer Support at 780-496-5698 or visit this website: edmonton.ca/programs_services/garbage_waste/apartment-condo-collection-residents

▼ *What Goes Where Poster*

Build Credit With the Rent You Already Pay

Available for Near-Market and Market Tenants

Civida has partnered with Binta Financial to offer the Credit Empowerment Program, a simple way to help tenants build credit and support their long-term financial goals.

Through this optional program, your monthly rent payments can be reported to Equifax, one of Canada's major credit bureaus. By making rent payments on time, you may be able to strengthen your credit history over time.

How It Works

- Enrollment is voluntary and requires your consent.
- A $5 monthly fee is added to your rent payment.
- Binta Financial reports your rent payments to Equifax.
- Consistent, on-time payments may help improve your credit profile over time.

Why Join?

Your rent is already one of your biggest monthly expenses. With the Credit Empowerment Program, it can also help support your financial future.

Benefits may include:

- Building credit through rent payments you already make
- Improving access to services such as phone plans and utilities
- Strengthening your eligibility for future housing opportunities
- Accessing exclusive financial education resources and tools from Binta Financial

Eligibility

This program is currently only available to Near-Market and Market tenants.
Learn more: civida.ca/credit.

General Maintenance Reminder

1. **Plugged toilet?** Please try using the plunger before contacting the maintenance team.
2. **Keep your home's drain free** from oil and food scraps to avoid a clogged kitchen sink. Pour oil into a jar and throw it in the garbage together with the food scraps.
3. **Is your smoke detector chirping?** If yes, it means you need to change the battery of your smoke detector. This is the tenant's responsibility as per the lease agreement. If you would like support, you can call our maintenance team at **780.420.6161 ext. 1**. We will send assistance the next business day.
4. **Reminder:** All tenants living in a townhome need to change their furnace filter every 3 months to maintain the air quality and HVAC efficiency of your home.

Free Tenant Social Events: Autumn Season

Community connections continue this fall season!

Enjoy free snacks, meet your neighbours, and learn about free/low-cost services you can benefit from in Edmonton and the area.

These events are hosted by the Civida's Property Management and Community Engagement teams, in collaboration with our community partners.

Upcoming Events

All events are held from 4:00 PM to 6:00 PM.
Contact your District Office for any questions.

District A

Nov. 3

Inglewood Manor

11424 124 Street (Lobby)

District B

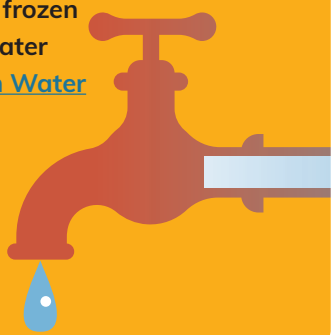
Nov. 5

Sir Douglas Bader Towers

11110 86 Ave NW (Main Lobby)

Seasonal Maintenance Reminder 1

Make sure to shut off the water on outdoor taps and drain lines to avoid frozen pipes. To learn frozen water lines, see Epcor's Frozen Water Pipes prevention tips.



Seasonal Maintenance Reminder 2

Ensure that window wells are clear of dirt, debris or objects that may prevent proper drainage of water/ice. Report any issues to your District Office.

Health and Safety at Cívida

Slip and Fall Season is Coming

Please report serious incidents online at cívida.ca/incident-reporting.

While it's officially fall season, Albertans know winter can arrive quickly. Snow, ice, wet leaves, and freezing temperatures can create slippery conditions around your community.

To help prevent slips and falls:

- **Wear footwear with good traction.**
- **Take extra care on sidewalks, stairs, entrances, and parking lots.**
- **Use handrails where available.**
- **Watch for wet floors, frost, black ice, and snow-covered surfaces.**
- **Allow extra time to get where you're going safely.**

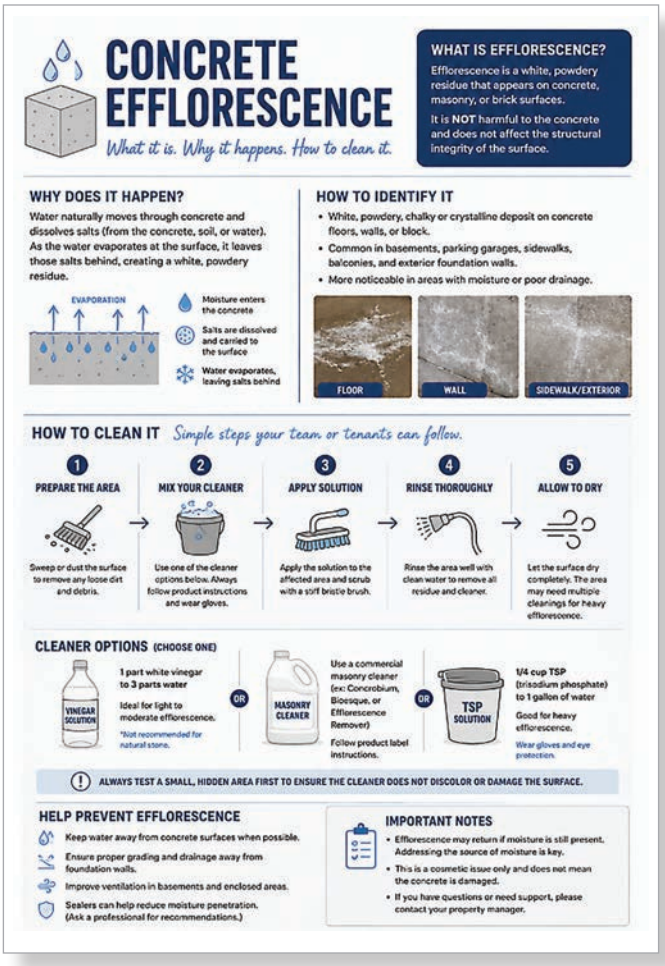
See a hazard? Report it promptly to your District Housing Team. Let your District Team know about icy walkways, slippery entrances, poor lighting, damaged handrails, or other safety concerns so they can be addressed quickly.

If you experience or witness a slip, trip, or fall, please report it right away through the Incident Reporting form on the Cívida website, even if no injury is apparent. Prompt reporting helps keep everyone safe.

Together, we can help make our communities safer this fall and winter.

Do you see a white, powdery residue on your concrete or brick surface? It is not harmful. It might be concrete efflorescence.

If you think your unit might have concrete efflorescence, please know that it is safe. You can contact the maintenance team at maintenance@cívida.ca to inform them of your concern.



Kitchen Fire Prevention and Fire Safety

In 2025, Edmonton Fire and Rescue Services (EFRS) responded to more than 30,000 incidents last year that were fire-related; 2,000 of those were structure fires. Fifteen Edmontonians lost their lives to fire, and 118 suffered injuries.

The Edmonton Fire Department's resources were pushed to the maximum, and it resulted in delayed responses to some events last year. Unfortunately, Civida buildings continue to need Fire Department resources, whether it be fires in our units or false alarms.

The Fire Department has warned Civida that they will be severely fining anyone who creates false alarms going forward. **We would like to remind all tenants that it is against the law to pull fire alarms in our apartment buildings if there is no fire, or to remove your in-suite smoke detector and set off the unit alarm.** You may receive fines from either the Edmonton Fire Department or Civida for these offences. Fire alarms are very serious and should never be treated as a joke or used if there is no fire emergency.

We would also like to remind tenants of the importance of fire safety in your units. **Please ensure that you never leave cooking or kitchen appliances unattended when they are in use. Even if you step away for a moment, it can quickly lead to a fire in your unit. Also, ensure that children are always supervised when they are in the kitchen.**

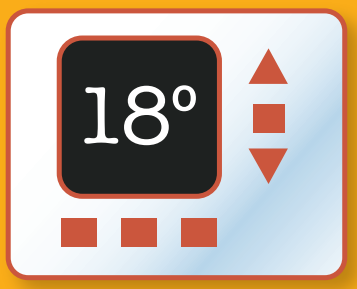
We would also like to remind tenants of the dangers of portable heaters. Make sure you never leave these plugged in when you leave the unit or go to sleep, and ensure that there are no flammable materials like curtains or bedding near them. Always place them on hard surfaces like tables and unplug them before you go to bed or leave your unit. Unattended, these portable heaters can sometimes overheat and spark fires.

CHILD CARE SERVICES AT LENDRUM!

Did you know that there is a child-care facility at our Lendrum complex (11442 60 Ave NW)? Lansdowne Child Care & Family Centre is welcoming children aged 13 months to 5 years old to their centre, where play, creativity, and joyful connection happens! Learn more and delve into the centre though this photo tour: https://www.lansdownechildcare.com/lansdownephotos-1

Seasonal Maintenance Reminder 3

Keep your thermostat set to at least 18°C, even if you're away, to help prevent frozen pipes.



Seasonal Maintenance Reminder 4

Ensure heating vents and baseboard heaters are not blocked by furniture, curtains, or belongings. Do not leave them on when you leave the home to avoid fire.

Tenant Stories

GRACE AND JENNY'S STORY: HOW AFFORDABLE HOME HELPED FOUR GENERATIONS

*(*Pseudonym; Names changed for privacy purposes)*

In 1980, Grace was a single mother raising two young daughters, living on social assistance and struggling to make ends meet. When she was offered an affordable housing unit, she accepted it immediately, knowing it could provide the stability her family desperately needed. That decision would change the course of her family's future.

"It was a godsend. I was always grateful to be able to stay. I was always, always very grateful," Grace shared.

The townhouse became more than a home. It became a foundation. With affordable rent and a secure place to live, Grace was able to raise her children, return to school, and build a life without the constant fear of losing her home.

"I'm stable, and I'm secure. And that's a huge deal," Grace added.

A decade later, her granddaughter Jenny was born into that same home. Growing up in affordable housing gave her room to learn, create, and dream.

"It gave me the opportunity to do dance and art classes because we were not trying to keep our heads above water as much," Jenny explains.

"This gave me a physical space and a social space to spread my wings," she added.

That stability helped shape Jenny's future. She attended a specialized arts school, became the first person in her immediate family to attend university, and earned a degree in English with Creative Writing and History. She believes the security of having a stable home made those achievements possible.

"I was able to focus on my education and extra-curricular activities instead of trying to focus on the roof over my head."

Years later, the story came full circle. Jenny returned to the same home with her husband and daughter, creating a four-generation connection to the community. Relying on disability supports, she says affordable housing allowed her to focus on her health and her family.

"It allowed me to stay home and be present for my daughter," she says.

For Jenny, success means being a stable mother so her daughter can have a healthy childhood. "Affordable housing gives just that," she exclaimed.

For Grace, the greatest reward has been watching her family thrive. Reflecting on her journey, she says, "It's been an incredible journey...I am grateful to have a good roof over my head and to have been able to make a good home."

Together, Grace and Jenny's stories show the lasting impact of affordable housing. What began as a lifeline for a single mother became the foundation for four generations of opportunity, stability, and belonging.

As Jenny puts it: "Affordable housing represents hope." And for her family, that hope has been growing for more than 45 years.

Kids Activity Corner

AUTUMN COLOUR BY LETTER

Name_____

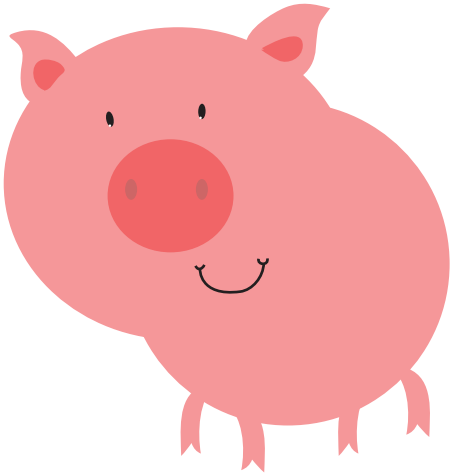
a= brown b= red c= green

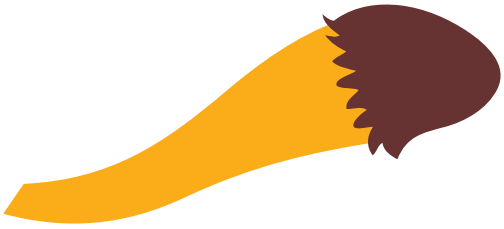
d= gray e= orange f= yellow

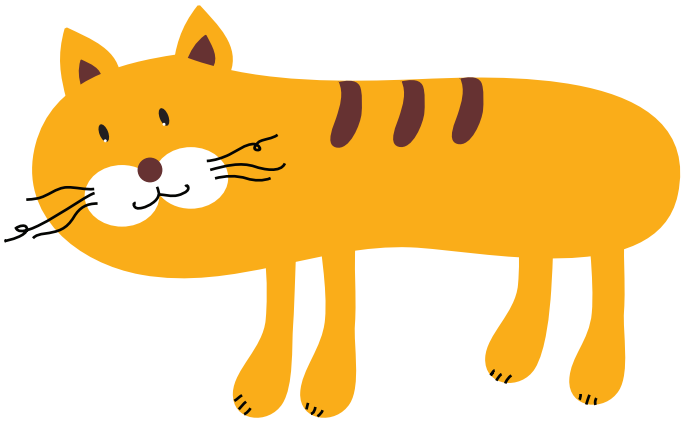
g= blue h= light brown i= pink

Copyright © 2023 KindergartenWorksheets.net
All Rights Reserved

Match the animal to its tail.







education.com Copyright © 2011-2012 by Education.com

Photo by Peppered Pixels Design Studio

Civida

@Civida_CA
@CividaCA
@Civida_CA
Civida

Get social with us!

Want to be the first to know about news, programs, and services offered by us? Follow us on Instagram, Facebook, X (formerly Twitter), and LinkedIn, for the latest news and events.

www.civida.ca