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March 13, 2023

## We're changing to serve you better!

We are changing how we deliver services to you.

As part of our new strategic direction for 2022-27, we are creating better customer access to our maintenance and customer service staff. Our 2022 Tenant Satisfaction Survey gave us good information about what tenants prefer when it comes to issues like maintenance, repair requests and communicating with Civida staff.

We heard what you said and we are changing how we deliver services to you.

Starting March 13, Civida is rolling out a service delivery model that is centred on improving our customers' experience, operating more efficiently and providing quality services to you. The Site Manager and Field Supervisor you are used to seeing will be replaced by **Property Management Teams** working out of **8 district offices** throughout Edmonton. Each team will be led by a Property Manager.

In this information package, we have included for you:

- A map showing the address and location of **District D Office**, the district office assigned to your property.
- Contact information for **District D Office** including an email address, telephone number and the name of your Property Manager.
- Your **District D team**, which includes a Property Manager, a Maintenance Technician, a Leasing Clerk, a Maintenance Clerk, a Housing Clerk and a Site Assistant.

Our customer service commitment to you remains strong. This new model of delivering services will ensure we respond to your inquiries quickly and efficiently.



# Contact information for District D Office

- **Address:** Duggan, #4 3716 105 St NW
- **Property Manager:** Jeybelle Ortega
- **Phone (Monday - Friday, 8:30 a.m. - 4 p.m.):** 780-851-7402
- **Email (Monday - Friday, 8:30 a.m. - 4 p.m.):** DistrictD@civida.ca
- **District office hours (for walk-in visits):**
  - Monday: 1 p.m. - 4 p.m.
  - Tuesday: 8:30 a.m. - 12 p.m.
  - Wednesday: Closed
  - Thursday: 1 p.m. - 4 p.m.
  - Friday: 8:30 a.m. - 12 p.m.
- **Parking:** Park on the street or in visitor parking. Please don't park in tenant stalls.
- **Nearby transit routes or centres:** Routes 705 and 709

*Note: if you experience a maintenance emergency during business hours, please call your District Office. After business hours, please call 780-420-6161. If you are in danger, call 911.*

## Want to receive Civida communication by email?

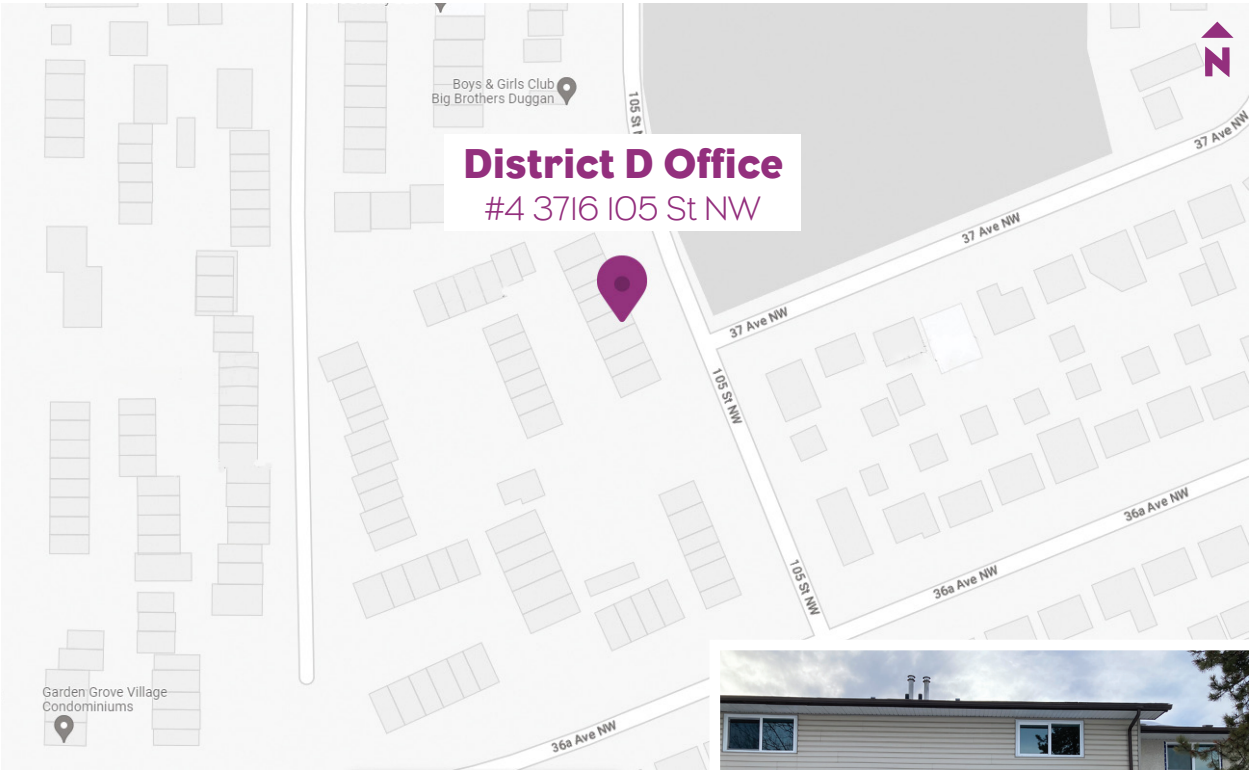
Please send an email to [help@civida.ca](mailto:help@civida.ca) with the subject line 'My email address' and include:

- Your name
- Your email address
- Your T-code.

Why? Get Civida information and updates to your file more quickly! We will use your email address to send you letters, answer your questions, share updates and let you know about upcoming opportunities.



# Location of District D Office



# Your District D Property Management Team roles:

- **Property Manager:** Leads the Property Management team and has the overall responsibility for CiviDa property and buildings in the district.
- **Maintenance Technician:** Does small repairs (non-ticketed) in CiviDa homes and manages any contractors that need to be on your property or in your home.
- **Maintenance Clerk:** Performs an annual inspection of your home, accepts your maintenance requests and co-ordinates with Maintenance Technician for performing repairs, including any pest control issues.
- **Leasing Clerk:** Co-ordinates lease signing for new tenants, shows and rents vacant suites, manages transfer requests and completes tenant move-in and move-out inspections, including key handover.
- **Housing Clerk:** Conducts your annual income review and any rent adjustments, helps you with payment arrangements and supports all rental accounts.
- **Site Assistant:** Completes general tasks on all properties including garbage pickup, visual inspections, assists the Maintenance Technician and posts notices or informational posters in lobbies, mailboxes, etc.

