

Civida Glossary of Terms

Alberta Housing Act

The purpose of this Act is to enable the efficient provisions of a basic level of housing accommodation for persons who, because of financial, social or other circumstance require assistance to obtain or maintain housing accommodation. An Alberta statute that sets out how social housing operates in the province of Alberta. Available from the Alberta Queen's Printer.

Annual Income Review

The yearly verification of income, assets, and household composition to determine that a tenant or recipient's household remains eligible for the housing or rent supplement program. Civida will calculate the tenant or subsidy recipient's household total annual income and determine the new rent or supplement amount. This annual income review must be completed before the anniversary of the tenancy or rent supplement agreement.

Appeal

Asking a higher authority to review a decision to have the decision changed or reversed. Customers can appeal decisions made by Civida in writing if customers believe decisions were made unfairly or improperly.

Applications Clerk

Civida staff who process applications for Civida programs.

Applicant Cod

A unique identifier for Civida applicant households. It starts with a letter and two zeros and five other numbers (e.g. m-0012345). Your applicant code will be included in all correspondence you receive from us. Use this code when you contact Civida so we can easily find your information.

Approved Occupant

The approved household members residing in a unit but who have not signed a Civida tenancy agreement. These members of the households are not able to make changes to the tenant file but must follow all the tenant rules.

Assets

All property including cash and liquid assets, but does not include:

- Necessary clothing,
- Furniture, household furnishings and household appliances of a reasonable value,
- One tractor, if it is required for agricultural purposes or for the trade or calling of an individual,
- The equity in one motor vehicle that is not primarily used for recreation,
- A motor vehicle that is specially adapted to accommodate a disability of a member of the household,
- Any asset of the household or a member of the household that are held by a trustee in bankruptcy under the Bankruptcy and Insolvency Act (Canada),

- Assets in pension funds, registered disability savings plan (RDSP), registered education savings plan (RESP), registered retirement savings plan (RRSP), or registered retirement income funds (RRIF),
- The tools, implements, equipment, reference materials and supplies necessary for the profession, trade or calling of a member of the household.

Tax Free Savings Accounts (TFSA)

A payment or refund, designated by the Minister, that is received, directly or indirectly, from the Government of Alberta or the Government of Canada (*Social Housing Accommodation Regulation*, sections 1(1)(d) and 1(4))

Complaints

Concerns about the following subject matters:

- The services or programs provided by Civida.
- The way services and programs are operated.
- Rules and expectations.
- Staff conduct.

A complaint does not include an inquiry about personal information or privacy concerns and is different than an appeal.

Confirmation of Permanent Residence

A document given to permanent residents by an Immigration, Refugees and Citizenship Canada officer at the port of entry. This document shows the date permanent residence was granted, the

immigration category, and the time of sponsorship of a family/private sponsored immigrant.

Applicants must include a copy of this document with their application if they are a permanent resident so we can confirm they are eligible.

Consent to Release

A form filled out by a tenant or applicant that permits Civida to share information about the tenants or applicant's file with the person or organization listed in the form. This could be used if a tenant or applicant wishes to have an agency worker or additional family member (outside of the household) access their file.

Crime Free Multi Housing (Addendum)

An addendum to be completed by tenants upon signing their tenancy agreement. This is part of the Crime Free Multi Housing Program run in partnership with the Edmonton Police Service to make our buildings safer.

By signing the addendum, tenants promise they, any household members or guests or visitors, will not engage in criminal activity in their homes or common areas. Criminal activity is considered a substantial breach of their residential tenancy agreement and can result in their eviction.

Customer Service Clerk

Civida staff who provides a first point of contact for customer inquiries and

concerns in person, over the phone and online.

Dependent

A person who is 25 years of age or less and is related by blood, adoption or marriage or by virtue of an adult interdependent relationship to another member of the household; or a member of the household who is considered to be a dependent as defined under section 118(6) of the *Income Tax Act (Canada)*; or another member of the household who is not self-supporting, including a spouse or adult interdependent partners who is not employed. (*Social Housing Accommodation Regulation*, section 1(i)(f) Schedule A, Part 1 A (1)).

Privately Sponsored Immigrant

Individuals who have immigrated to Canada from another country after being sponsored. The sponsor agrees to support the sponsored person for a specific amount of time (also called undertaking). Under section 9(2)(c) of the *Social Housing Accommodation Regulation*, privately sponsored immigrants are not eligible for Community Housing. Mixed Income Housing or rent supplement programs unless the sponsorship has broken down.

Fixed Term Tenancy

A tenancy under a residential tenancy agreement for a term that ends on a day specified in the agreement (*Residential Tenancies Act*, section 1(1)(e)).

Freedom of Information and Protection of Privacy Act

Establishes the legislative framework for the Government of Alberta's general policy on access to information and the protection of personal information in the public sector. It provides for public accountability through a right of access to records under the control of public bodies and mandates how a public body is to collect, use and disclose an individual's personal information. Available from the Alberta Queen's Printer.

Household

An individual who is applying for or occupying social housing accommodation, or receiving a rent supplement, including the following if any:

- The spouse or adult interdependent partner of the applicant or occupant
- An individual, related by blood, adoption or marriage, or by virtue of an adult interdependent relationship, or who is known to have lived regularly as a member of the household as part of the family unit.
- The dependents who are living with the applicant or occupant, including any dependents of whom the applicant or occupant has joint or sole custody.
- A live-in aide.

Household cont'd

For the purpose of determining the eligibility and the priority of need of a household for housing or rent supplement, the management body may consider any individual as a member of that household who is usually a member of the household, but is temporarily absent by reason of:

- Military service,
- Hospitalization,
- Employment,
- School attendance, or
- Other special circumstances (*Social Housing Accommodation Regulation*, section 1(1)(i) and 1(2)).

Housing Clerk

Civida staff who manages a household's tenancy, including the processing of their annual income reviews and rent adjustments for Community, Near Market, and Mixed Income Housing.

Housing Accommodation Tenancies Regulation

An Alberta regulation under the *Alberta Housing Act* that outlines additional rules for landlords and tenants in social housing, such as the tenants' responsibility to advise the housing management body of any changes to income or household composition. Available from the Alberta Queen's Printer.

Landlord

- (i) The owner of the residential premises

- (ii) A property manager who acts as an agent for the owner of the residential premises and any other person who, as agent for the owner, permits the occupants of the residential premises under a residential tenancy agreement (*Residential Tenancies Act*, section 1(1)(f)).

If you live in a Civida home, Civida is your landlord.

Leaseholder

The members of the household who have signed the Civida lease (tenancy) agreement. The leaseholder(s) are responsible for paying rent every month and will be responsible for any damage to their home. Leaseholders can make changes to their tenant files and must follow all tenant rules.

Live-in aide

An individual who lives with a tenant in order to help them in their day-to-day life. Live-in aides may be family members (e.g. parent, child, sibling, or spouse), but they must not be obligated to support the tenant and would not be living in the unit except to provide the necessary supportive services. The Live-in aide must be financially compensated by the tenants or on behalf of the tenant, and their labour must be for at least five hours a day. A live-in aide is not considered a tenant but is a member of the household.

Capital Developments & Asset Management

Civida department that handles concerns with tenants' homes, such as repairs and pest control.

Management Body Operations and Administration Regulation

This regulation governs management bodies' operations. Aspects governed include board duties and governance, business plan, operating budget, capital budget, borrowing investments, property maintenance, etc. Available from the Alberta Queen's Printer

Non-compliance

Where a tenant or guest of a tenant does not follow the rules set out in the *Residential Tenancies Act*, the residential tenancies agreement (lease), any applicable addendums, or any tenant rules and policies. Tenants may receive a warning, a fine, or a Notice to Terminate depending on the severity and frequency of non-compliance.

Notice of Assessment

The documentation you receive from the Canada Revenue Agency that tells you what your total income (Line 150) was in the previous year. See the CRA's website for more information.

Notice to Terminate

A written document that the landlord or tenant serves on the other party to end the

tenancy. There are different kinds of notices that Civida tenants may encounter.

- **Notice to Move Out** (terminate a monthly tenancy): when a tenant provided written notice that they are leaving their Civida home. (*Residential Tenancies Act*, section 8(1)).
- **14-Day Notice**: if a tenant commits a substantial breach of the tenancy agreement, the tenant may be served a 14-Day Notice to terminate the tenancy (*Residential Tenancies Act*, section 29 (1)).
- **24-Hour Notice**: if a tenant significantly damages their home or common area of the building, or physically assaults or threatens to assault the landlord or another tenant. Civida may serve a 24-Hour Notice to terminate the tenancy (*Residential Tenancies Act*, section 30 (1)).
- **90-Day Notice**: if a tenant is no longer eligible for social housing or misreports or fails to report income or other information required under their tenancy agreement, the tenant may be served a 90-Day Notice to terminate the tenancy.

Periodic Tenancy

A tenancy under a residential tenancy agreement that is renewed or continued without notice (*Residential Tenancies Act*, section 1(1)(i)(i)).

Leasing Clerk

Civida staff person who is responsible for offering homes and/or rent supplements to eligible applicants with the highest priority and who process move ins and move outs.

Priority (point score)

The total number of points the applicant has received from the point score process. The higher the number of points an applicant has, the higher priority they are considered and the higher the household will be on the priority list for the building(s) or program(s) selected. The point score process is set out in Schedule A, Part 1 of the *Social Housing Accommodation Regulation*.

Priority List

The list of all applicant households in decreasing order, from highest priority (point score). The priority list can change as applicant's situation changes or more applicants are added. Civida keeps priority lists for each building based on unit size for Community Housing or municipality for the Direct Rent Supplement program.

Subsidy Recipient

The household allocated a Direct Rent Supplement or a Private Landlord Rent Supplement. These households live in the private rental market. Civida is not considered the landlord.

Rent Geared-to-Income (RGI)

A rent amount that is a set percentage of household income. Affordable rent is considered 30% of gross household

income. All of our programs except for Near Market Housing and Market Housing use 30% rent geared-to-income to calculate rent or supplement amounts, except when a household is receiving social allowance (e.g. Income Support).

Rent Supplement (subsidy)

An amount paid to recipients in the DRS program or paid to PLRS landlords to make private rental accommodation affordable. This rent supplement is administered on behalf of the Government of Alberta.

Rent Supplement (subsidy) Clerk

Civida staff person who is responsible for managing a household's subsidy, including the processing of their annual income reviews and subsidy adjustment.

Rent Supplement Regulation

An Alberta regulation under the *Alberta Housing Act* that sets out how the rent supplement programs (Private Landlord Rent Supplement and Direct Rent Supplement) operate. Available from the Alberta Queen's Printer

Residential Tenancies Act

The Alberta statute that sets out much of the law relating to renting residential property. It provides a framework for landlord and tenant relations in Alberta, setting minimum standards of conduct for both landlords and tenants. Available from the Alberta's Queen Printer.

Residential tenancy agreement (lease)

A written, oral, or implied agreement to rent residential premises (*Residential Tenancies Act*, section 1(1)(m)). All leases with Civida are written. The lease includes the names of the leaseholders and approved occupants, and the rules that all tenants must follow while living in Civida homes.

Social Allowance

Any full or partial payment received under the *Income Supports Health and Training Benefits Regulation* and any payment under a social assistance program of the Government of Canada (section 1 (1)(l) of the *Social Housing Accommodation Regulation*).

Social Housing Accommodation Regulation

This regulation provides management bodies with direction regarding the application for social housing, setting of rent, and the eligibility for community, seniors' self-contained and rural emergency housing accommodation. Available from Alberta Queen's Printer.

Social Issues

Nuisance behaviour and neighbour relations complaints. Repeated nuisance or problematic behaviour may be considered non-compliance with or a substantial breach of the residential tenancy agreement or the *Residential Tenancies Act*. Tenants and their guests may receive a warning, a fine, or a Notice to Terminate

depending on the severity and frequency of the behaviour.

Student Notice of Assessment

The documentation you receive from Student Aid Alberta which tells you how much you have received in student loans and grants and the time period over which they will be paid. See the Student Aid Alberta website for more information.

Subsidized Public Housing Regulation

An Alberta Regulation under the *Residential Tenancies Act* that relates to rents, security deposits and terminations of tenancies for subsidized public housing. Available from the Alberta Queen's Printer.

Substantial Breach

A breach of either the tenant's covenants in section 21 of the Residential Tenancies Act or a series of breaches of the residential tenancy agreement, the cumulative effect of which is substantial (*Residential Tenancies Act*, section 1(1)(p)).

Site Manager

Civida representatives who are responsible for a portfolio of Civida homes. Your site manager is your first point of contact for maintenance issues about your home.

Tenant

(i) a person who is permitted by the landlord to occupy residential premises under a residential tenancy agreement, (ii) a person who is permitted to occupy

residential premises under an assignment or sublease of a residential tenancy agreement to which the landlord has consented under section 22, and(ii) a person who is permitted to occupy residential premises under an assignment or sublease of a residential tenancy agreement to which the landlord has consented under section 22, and (iii) an heir, assign or personal representative of a person referred to in subclause (i) or (ii). (*Residential Tenancies Act, section 1(1)(t)*). For the purposes of tenancies with Civida, this means the tenant is the leaseholder(s) as well as any approved occupant.

Tenant Code (t-code)

A unique identifier for Civida tenants and recipient households. It starts with the letter "T", followed by two zeros and five other numbers (e.g.T0010000). Your tenant code will be included in all correspondence you receive from us. Use this code when you contact Civida so we can more easily access your information.

Unauthorized Occupant

A person living in a tenant household who has not been approved by Civida. Civida must approve all people living in a tenant household to ensure they are eligible and to calculate the household rent amount.

For more information on any of the above terms contact Civida at

You can visit the Centre for Public Legal Education's website on the Residential Tenancies Act for more information on laws for landlords and tenants in Alberta at www.landlordandtenant.org