



Greater North Foundation



Independent Seniors &
Family Housing



Greater North Foundation

HOUSING TENANT HANDBOOK

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WELCOME

The management and staff of the Greater North Foundation extend a warm welcome to you and trust that your transition to a Greater North Foundation home will be a joyful and rewarding experience.

Our dedicated, caring and compassionate staff is always available to address any concern you may have.

The heart of our organization is you, and our mandate is to ensure the comfort of you and your loved ones.

OUR MISSION STATEMENT

To provide seniors, families and individuals of low to moderate income with secure affordable housing.

CORE VALUES

- Professionalism:** Conduct ourselves in a professional manner, maintaining confidentiality and trust.
- Respect:** Treat all with dignity, fairness and respect while considering and supporting their individual circumstances.
- Accountability:** Show social and fiscal responsibility to our clients and our contributing partners.

OUR GOALS AND OBJECTIVES

- To provide accommodations that is affordable by adhering to the established regulations under the Alberta Housing Act.
- To provide friendly, accommodating employees to address the needs of those residing in the units, and provide corrective action with minimal disruption to other individuals.
- To plan and provide preventative maintenance procedures which shall ensure a high level of safety throughout the Management Body housing units.
- To keep communication lines open between the public, the Board of Directors, the employees, and the tenants/residents, by encouraging involvement in the community and continuing to have activities that involve the public.

- To recruit and retain employees to ensure the goals and objectives of the Foundation are met.
- To operate as efficiently as possible, while being accountable to our Provincial and Municipal partners.

HISTORY

The Greater North Foundation (originally known as the Athabasca County Foundation) was formally established as a Foundation on April 3, 1984 through Ministerial Order #36/84. At this time, the Foundation was responsible for three lodges: Lacalta Lodge in Lac La Biche (Original Opening – 1971), Wildrose Villa in Boyle (Original Opening – 1978), and Pleasant Valley Lodge in Athabasca (Original Opening – 1960). Effective April 1, 1996, the Greater North Foundation was established as a “Management Body” and expanded their responsibilities and currently include:

	<u>Official Opening</u>
Lacalta Lodge – Lac La Biche	2010
Pleasant Valley Lodge – Athabasca	2010
Wildrose Villa- Boyle	2016
Wildrose Villa Assisted Living (Type B Continuing Care)	2018
Lions Pioneer Place – Athabasca	1982
Lions Heritage Place – Athabasca	1987
Little Manor – Athabasca	1975
Lions Birch Manor – Boyle	1985
Lions Aspen Manor – Boyle	1988
Evergreen Manor – Boyle	1993
Pioneer Villa – Plamondon	1980
North Star Villa – Plamondon	1983
Island View – Lac La Biche	1978
Place Bouvier – Lac La Biche	1986
52 Community Housing (family) units within our operating region	

We are authorized to operate under the Alberta Housing Act and Regulation there under; together with other appropriate Acts and Regulations as defined by the Government of Alberta and Federal Government.

BOARD OF DIRECTORS

The Board of Directors of the Greater North Foundation is made up of eight (9) appointed directors, one representative for each as follows

- Village of Boyle (1)
- Lac La Biche County (2)
- Athabasca County (1)
- Town of Athabasca (1)
- MD of Opportunity No. 17 (1)
- M.D of Bonnyville No.87 (1)
- Member at Large (1)
- One Director representing the following Summer Villages (1)
 - Summer Village of Mewatha Beach
 - Summer village of Bondiss
 - Summer Village of Island Lake
 - Summer Village of Island Lake South
 - Summer Village of West Baptiste
 - Summer Village of South Baptiste
 - Summer Village of Sunset Beach
 - Summer Village of Whispering Hills

CONTACT INFORMATION

Administration Head Office:

Greater North Foundation
Unit #1, 3603 – 53rd St.
Athabasca, AB, T9S 1A9

Ph: 780-675-9660
E:mail: admin@gnfoundation.ca

Lac La Biche Housing

Attention: Manager
Box 154
Lac La Biche, AB, T0A 2C0
780-623-3331
llbhous@gnfoundation.ca

Athabasca Housing

Attention: Manager
4102 – 50th St
Athabasca, AB T9S 0A6
780-675-1178
athabasca@gnfoundation.ca

Boyle Housing

Attention: Manager
Box 420
Boyle, AB T0A 0M0
780-689-3882
boyle@gnfoundation.ca

Plamondon Housing

Attention: Manager
Box 900
Lac La Biche, AB, T0A 2C0
780-623-4364
lacalta@gnfoundation.ca

If you have any questions or concerns, please contact the appropriate contact listed above Monday through Friday from 8:30am – 4:30 pm. Emergency contacts will be provided by your manager.

ADMISSION

Admission to any a Greater North Foundation housing unit includes, but is not limited to, the completion of the following:

- Application (including required documentation)
- Medical Assessment Form (Seniors Self-Contained only)
- Point Scoring assessment and interview (prior to accepting application on waitlist)
- Lease Agreement (including review of rules and regulations)
- Move In Inspection Report

A copy of the applicant's Income Tax Notice of Assessment (NOA) for the most recent taxation year must accompany the application. A Notice of Assessment is required for all household members age 22 years and older.

If no rooms are available for occupancy, your completed application will be assessed according to the point scoring criteria as outlined by the Alberta Housing Act and Regulations. If determined that you are eligible for accommodations, you will be added to the waitlist based on your point score rating.

RENTAL RATES

Rental rates are determined as in accordance with the Alberta Housing Act and Regulations. Rents are based on 30% of the gross household income, less any qualifying deductions as determined by the Act and Regulation. You will be advised of your rental rate after a complete review of your application and supporting documents has been completed and acceptance to a unit has been approved.

Rental rates include heat, water, sewer and waste. Electricity charges are the responsibility of the tenant.

As per the Alberta Housing Act, Social Housing Accommodation Regulation, annual reviews are required to ensure compliance of eligibility and income thresholds. Rental charges are amended annually according to updated information.

PARKING

For tenants requiring a parking spot that are residing in a **Senior Self-Contained apartment building where electricity is bulk metered**, a monthly parking fee will be applicable. Please consult your manager for the current parking fee. (Parking stalls are limited)

AIR CONDITIONER

Tenants are allowed to install portable air conditioners in their units. Tenants residing in "bulk metered" units will be charged \$10.00 per month for the months of June, July and August. Installation of the air-conditioner remains the responsibility of the tenant. The monthly fee of \$10.00 is subject to change.

SECURITY DEPOSIT

- Security deposits are required by all tenants living in the self-contained or family housing accommodations.
- Security deposits are equal to one months' rent and payment is required prior to move in.
- Interest will be calculated on security deposits as in accordance with the Alberta Housing Act and Regulations.
- Security deposits will be returned to tenants on termination of tenancy, providing there are no outstanding debts or damages.

GENERAL POLICIES

- ❖ All obligations required by the tenant must be adhered to as identified in the lease agreement and rules and regulations.
- ❖ The Residential Tenancy Act applies to the rental agreement for housing accommodation offered by the Greater North Foundation, unless otherwise superseded by the Alberta Housing Act and its Regulations.
- ❖ Tenants in violation of providing information for annual reviews will be in breach of their lease agreement and will be charged market rental rates until such time as all information is received. Extended delays in providing the required documentation may result in eviction as it will be determined that you are in non-compliance with your lease agreement.
- ❖ If an applicant wants to hold a unit, full rental payments must be provided at the time of request for hold, and continuation of payments will be required until such time as the applicant terminates their agreement.
- ❖ If a tenant is away for an extended period of time, such as being hospitalized or vacation, full rent payment will still be required.
- ❖ Visitors are always welcome. This is your home; however, please be considerate and respectful of your neighbors.
- ❖ Visitors are permitted to stay for a short period of time before being considered a tenant and affecting current rental status and rates. Ensure you advise managers and gain approval for visitors requiring extended stays. Non compliance could result in eviction.

INTENTION TO VACATE

Should you plan to vacate your unit, you are required to provide one month written notice.

We ask that you provide your forwarding address to enable us to return any or all of your security deposit if applicable.

HEALTH AND SAFETY

- Tenants are required to follow all health and safety rules as provided by management.
- Tenants in apartment style complexes are expected to participate in fire drills and evacuation procedures as coordinated by the facility manager.
- Tenants should familiarize themselves with all emergency exits.
- A buddy system is always encouraged when living alone. For more information regarding a buddy system, please contact your manager.

SECURITY

- Keys must NOT be duplicated and distributed to any other individual.
- If extra keys are required, a request must be made to management.
- Tracking of keys is vitally important to ensure safety and security for all tenants.
- Tenants must follow all procedures in facilities with security systems and remote door entrance access. Under NO circumstances should a tenant allow access to the building if they do not know the individual.
- Ensure you are aware of all fire exits and the location of the muster point.

TELEPHONE

If you wish to obtain telephone services, it is the responsibility of the tenant to contact Telus at 1-888-811-2323 to arrange for hook-up. Tenants will be responsible for any charges involved with hook-up as well as all monthly charges.

INSURANCE

Tenants are encouraged to have “tenant content and liability” insurance for their respective unit.

Greater North Foundation is not responsible for lost, stolen or damages to personal property.

SMOKING

Smoking is not allowed anywhere within Greater North Foundation facilities or units. Smoking is permitted only in designated smoking areas outside the facility/unit.

Your lease agreement and rules and regulations include further details regarding the Greater North Foundation smoking policy.

PETS

Pets are not permitted in any Greater North Foundation facility/unit unless they are a “Certified Service Animal” registered as a working animal with the Province of Alberta. Registration documents will be required.

MAINTENANCE

If you have a maintenance concern, please contact the manager or maintenance personnel responsible for your area.

Further information regarding procedures for maintenance is included in the lease agreement and rules and regulations.

RESIDENT GRIEVANCE PROCEDURE

- Any tenant concerns should be discussed with the area manager. If the concern is of a serious nature, the manager will provide you with the Formal Concern/Complaint Procedures.