



Resident Handbook

What you should know
about being a resident with

HOME.ED

Welcome to HomeEd!

We are proud to serve as your property manager and hope to make you feel at home.

This *Resident Handbook* provides information about your home and your community. It gives practical information such as how to pay your rent, how to get repairs done and how to maintain your unit so that it remains in good condition throughout your tenancy. It also provides you with an understanding of the guidelines, policies and practices which HomeEd uses to help keep this a safe, affordable and comfortable place to live. Please keep this handbook in a convenient place for further reference.

This information is supplemented by the *Residential Tenancy Agreement* (ie. your lease) which you signed before you moved into your unit. That agreement outlines your specific responsibilities, as well as what you can expect from us as your landlord. By working together we can make this an enjoyable place to live for everyone.

Thank you for being a part of our community. Welcome home.

Nick Lilley
Chief Executive Officer
HomeEd



Table of Contents

1.0 About HomeEd	3
1.1 Your Service Team	3
1.2 HomeEd Code of Conduct	4
1.3 Respecting Your Personal Information	5
1.4 Respecting Your Privacy	5
2.0 Moving In	6
2.1 Tenant Responsibilities	6
2.2 Important Documentation	6
2.3 Security Deposit	6
2.4 Cable, Telephone and Satellite Dishes	7
2.5 Electricity and Gas Utilities	7
2.6 Insurance	7
2.7 Keys and Locks	8
2.8 Parking	8
3.0 Paying Rent	9
3.1 How to Pay Your Rent	9
3.2 If You Cannot Pay Your Rent	9
3.3 Consequences of Unpaid Rent	9
4.0 Pets	10
4.1 Permissible Pets	10
4.2 Fees	10
4.3 Important Conditions	11
5.0 Taking Care of Your New Home	12
5.1 Proper Care of Your Unit	12
5.2 Pest Control	18
5.3 Household Garbage and Recycling	19
6.0 Maintenance, Repairs & Renovations	19
6.1 Maintenance Emergencies	20
6.2 Annual Inspections	20
6.3 Paying for Damages	20
Fixed Charges	21
Charges Based on Vendor Quote	22
6.4 Renovations and Alterations	22
7.0 Living in a Community	23
7.1 Conflicts and Complaints	23
7.2 Noise and Disturbances	23

7.3 Alcohol	24
7.4 Smoking	24
7.5 Extended Absence	24
7.6 Guests	25
7.7 Subletting	25
7.8 Transfers	25
7.9 Operating a Business from Home	25
8.0 Safety and Security	25
8.1 Protect Yourself and Your Home	25
8.2 Fire Safety	26
8.3 Crime Free Multi-Housing Program	27
8.4 Vandalism	28
9.0 Moving Out	28
9.1 One Rental Months Notice	28
9.2 Showing Your Unit	28
9.3 Cleaning Your Unit	28
9.4 Move-Out Inspection	28
9.5 Keys	29
9.6 Security Deposit	29
9.7 Utilities	29
10.0 Important Contacts and Resources	29
10.1 Know Who To Call	29

1.0 About HomeEd

Built for Belonging.

Since 1977 HomeEd has been providing affordable rental housing to Edmontonians. As a non-profit corporation we strive to provide safe, quality accommodations for individuals and families with varied income levels, with pricing that generally ranges from 30% below market prices to market rent levels. With a portfolio of over 1000 apartment and townhouse units spread across our city, we are here to help Edmontonians find an affordable place to call home in a community they love.

Visit www.myhomeed.ca to learn more.

1.1 Your Service Team

HomeEd has an integrated team in place to provide you with caring, quality service. This team includes a:

- **Portfolio Manager**, who oversees the care of your building and tenant relations.
- **Leasing Specialist**, who will be your point of contact when renewing your lease.
- **Maintenance Technician**, who will respond to issues and make repairs to your home if required.
- **Property Portfolio Assistant**, who supports tenant requests and communications.

Not sure who to call with a request?

Simply phone the main HomeEd phone number at **(780) 474-5706** any time or day of the week, referencing your building name and unit number, and we will get you in touch with the right person to meet your needs. Our normal office hours are between 8:30am - 4:30pm, Monday through Friday. However the above mentioned phone number is monitored 24/7 for emergencies.

1.2 HomeEd Code of Conduct

As your landlord, HomeEd expects that our staff and contractors will behave in a professional manner when interacting with tenants. Personal integrity, courtesy and care for property are all indicators of professional conduct.

HomeEd is an inclusive community that strives to treat all persons fairly and respectfully. HomeEd will neither tolerate nor condone any form of discrimination, restriction or coercion exercised or practiced with respect to any tenant or employee by reason of race, religion beliefs, colour, gender, physical disability, mental disability, age, ancestry, place or origin, marital status, source of income, family status or sexual orientation.

If you have reason to believe that any HomeEd staff or contractors have broken this code of conduct, please contact your Portfolio Manager.

1.3 Respecting Your Personal Information

HomeEd is committed to maintaining confidentiality to all tenant files and records. As a publicly-owned, non-profit organization, we are subject to the Personal Information Protection Act of Alberta (PIPA). HomeEd is responsible for the protection of all personal information under its custody and control.

To obtain access to your records or to make a correction to a record you must make a written request to your Portfolio Manager.

1.4 Respecting Your Privacy

Your rented unit is your home and you have a right to privacy. The *Residential Tenancy Act* provides that:

- (a) Except as otherwise permitted in this section, no landlord shall enter residential premises rented by the landlord without the consent of the tenant or of an adult person lawfully on the premises.
- (b) A landlord is entitled to enter residential premises rented by the landlord without consent or notice if the landlord has reasonable grounds to believe that:
 - an emergency requires the landlord to enter the premises, or
 - the tenant has abandoned the premises.
- (c) Subject to subsection (4), a landlord is entitled to enter residential premises rented by the landlord without consent but after notice to the tenant:
 - to inspect the state of repair of the premises,
 - to make repairs to the premises,
 - to take necessary steps to control pests in the premises to ensure that the premises meet standards in that regard that are required under any law in force in Alberta,
 - for the purpose of showing the premises, whether directly or through a real estate broker, or prospective purchasers or mortgagees of the premises, or
 - to show the premises to prospective tenants after a landlord or tenant has served notice of termination of a periodic tenancy or during the last month of a fixed term tenancy
- (d) A landlord is not entitled to enter residential premises under subsection (3) unless the notice is served on the tenant at least 24 hours before the time of entry, and:
 - the entry is made on a day that is not a holiday except that the landlord may enter on a Sunday if the tenant's day of religious worship is not a Sunday and the tenant has provided the landlord with a written notice of that day, or
 - the tenants day of religious worship if that day is not a Sunday and the tenant has provided the landlord with a written notice of that day, and
 - the entry is between 8 a.m. and 8 p.m.

2.0 Moving In

2.1 Tenant Responsibilities

As a tenant of HomeEd, you agree to accept certain responsibilities regarding the unit which you are renting. This is your home. You are expected to meet your responsibilities as set out in the Residential Tenancy Act and the Residential Tenancy Agreement (the Lease).

It is your responsibility to:

- pay the rent on time every month
- keep the apartment or townhome clean, tidy and in a state of good repair
- report maintenance or repair problems
- repair or pay for damage which you, your household or guests may cause in the unit or common areas
- inform HomeEd if you plan to be absent for an extended period of time
- report changes to your income or household composition
- live in harmony with your neighbours and cooperate with HomeEd staff

2.2 Important Documentation

At the time of moving you will have received and completed a number of documents including:

- Residential Tenancy Agreement (the Lease)
- Residential Tenancy Agreement Addendum for the Crime Free Multi-Housing Program
- Payment Method Agreement for Electronic Fund Transfer or Pre-Authorized option
- Move-In Inspection Report
- Vehicle Registration for Parking
- Key / Fob Agreement

As a tenant you are expected to provide HomeEd with confirmation of:

- Tenant Liability Insurance
- Utility Hookups

If any of the above information has not been completed please contact your Leasing Specialist as soon as possible.

2.3 Security Deposit

You are required to pay a security deposit before you move in. Your deposit goes into a trust account until you move out. Interest is compounded annually and paid out along with your deposit upon termination or expiration of your Residential Tenancy Agreement, provided that:

- your account is up-to -date and paid in full; and
- there are no charges on the move-out inspection for cleaning and/or repairs.

2.4 Cable, Telephone and Satellite Dishes

Cable and telephone service is not included in your rent. Tenants are responsible for contacting the local cable and telephone company of your choice to arrange for connection and payment. If you wish to have additional service outlets, you must ask for HomeEd's written approval prior to installation. The additional outlets, if approved, will be installed at your expense.

Tenants must obtain written permission from HomeEd before installing a satellite dish. Installations may be approved at townhome properties provided that certain conditions are met. Please refer to *Taking Care of Your New Home* selection in this guide for specific guidelines related to satellite dishes and radio and television antennas and towers.

2.5 Electricity and Gas Utilities

If you occupy a townhome, you are responsible for the cost of all utility services including, but not limited to electricity, gas, water, and sewer. Unless otherwise specified in your lease agreement, all tenants who live in an apartment are responsible for the cost of electricity.

You will need to contact the utility provider of your choice to obtain utility services. All utilities are your responsibility effective on the date of your move in.

2.6 Insurance

As a tenant you are required to maintain a policy of comprehensive general liability insurance insuring against claims for bodily injury, death and property damage or loss arising out of the use and/or occupation of the Leased Premises. Such insurance policy shall be at the Tenant's sole cost and expense and shall:

- A. Name the Landlord as an additional insured;
- B. Be for an amount of not less than One Million Dollars (\$1,000,000.00); and
- C. Provide that such insurance policy shall not be cancelled without the insurer providing the Landlord with at least thirty (30) days' written notice of such pending cancellation.

The Tenant shall provide proof of such insurance on or prior to the commencement of the Term and from time to time upon the Landlord's request.

It is your responsibility to insure your furniture and personal belongings to protect yourself in case of a fire, flood, theft or other damage or loss. HomeEd will not reimburse you for costs related to such losses. Note as well, that HomeEd does not reimburse tenants for damages or

losses resulting from flooded basements, sewer backups, power outages, food spoilage in refrigerator/freezer or clothing replacement due to laundry equipment failure.

Please note that if you have a waterbed you are required to carry a minimum of \$100,000 waterbed liability insurance.

2.7 Keys and Locks

Following your move-in inspection, the Leasing Specialist will give you keys for your rental unit, the front door of the building (if applicable) and your mailbox.

You are not allowed to change the locks, add security devices or have extra keys made without first receiving written approval from your Portfolio Manager. If you require additional keys please ask your Portfolio Manager. Please take good care of your keys and security fobs, as you will be charged if you lose your keys / fob or have to have your locks changed for any reason.

2.8 Parking

Parking is available only for those tenant vehicles that are registered on the lease. Townhome properties come with one assigned stall. Some of the apartment buildings do not have assigned stalls. Should you require a parking stall, please contact your Portfolio Manager to determine availability and arrange to rent a stall. The parking stall is to be used for parking of motor vehicles only and the use of the stall for any other purpose must be approved by HomeEd in writing, in advance. Parking stalls are not to be used for the purpose of storing personal items. As well, all vehicles must be in operable condition.

It is your responsibility to let HomeEd know if you changed vehicles or licence plates at any time during your tenancy. Failure to do so may result in the vehicle being towed at the owner's expense.

The parking stall must be vacated at request for such purposes as snow removal, sweeping or repair of the lot.

Tenant's guests may use visitor parking, if it is provided. Guests may not park in other tenant's parking stalls unless they have permission to do so. Tenant's guests may not park in visitor parking overnight without permission from HomeEd. Any tenant that parks in a Visitor parking spot may have their vehicle towed at their expense. Any vehicle found parked in fire lanes will be subject to the fine established by the City of Edmonton and may be towed.

Any type of vehicle maintenance, which obstructs traffic flow, creates a disturbing noise level (e.g. racing of motor, clanging of tools), poses a safety hazard, or adversely affects the cleanliness of the parking lot is not allowed.

HomeEd accepts no responsibility of rented stalls to assure that they are occupied by the renter only. (The responsibility for calling the police or towing service resides with the renter.) VEHICLE AND CONTENTS LEFT AT OWNERS RISK. HomeEd is not responsible for any loss or damage due to theft, vandalism, fire, water, or otherwise, however, caused.

Monthly parking is leased on a calendar month basis and no credit is allowed for periods during a month when the parking is not required.

The parking shall not be sublet under any circumstances.

If the parking tag is damaged or not returned, you will be subject to a \$25 fee.

3.0 Paying Rent

Your rent must be paid in full on or before the first day of each and every month. If you have any questions about paying your rent please call your Portfolio Manager.

3.1 How to Pay Your Rent

Cash is not accepted as a form of payment. Tenants may pay by automatic bank withdrawal, money order or certified cheque. Funds are payable to The City of Edmonton Non-Profit Housing Corporation.

The return of three (3) pre-authorized debits by your bank or financial institution within a one-year period will require you to pay your rent by guaranteed funds only.

3.2 If You Cannot Pay Your Rent

We want you to have a successful tenancy at HomeEd. If you're having trouble paying your rent, contact your Portfolio Manager right away for instructions on what you can do next.

3.3 Consequences of Unpaid Rent

There will be a thirty-five (\$35.00) dollar administration fee payable by the Tenant in each instance where the rent is paid past the due date. Further, a twenty (\$20.00) dollar administration fee will be payable by the Tenant where there are insufficient funds or for any other reason a payment is not honored.

If your rent is not paid by the first of the month and no payment agreement is in place you may be issued a *Notice of Termination of Tenancy*, as failure to pay rent is a breach of the *Residential Tenancy Agreement* (Lease).

4.0 Pets

Your *Residential Tenancy Agreement* established whether you are allowed to have pets on the leased premises. No pets or animals of any kind shall be permitted on the Property without the written consent of the Landlord. If you violate the pet ownership rules your tenancy may be at risk.

4.1 Permissible Pets

In general, pets may be permitted in HomeEd units so long as they are approved in advance by the Landlord. If HomeEd provides consent for your to have a pet, then the following rules shall apply:

- HomeEd may provide consent up to a maximum of two (2) pets total, at their sole discretion;
- Allowable pets that are permitted by the Landlord may include:
 - House cat;
 - Small caged animals (i.e. birds, rabbits, guinea pigs, mice, hamsters, small reptile);
 - One (1) fish tank holding up to 25 gallons;
 - Dog under 25 lbs.

An exception to the information above would be if the pet is a registered service animal, under applicable provincial legislation. Under this exception, the Tenant shall provide evidence of such to the sole satisfaction of HomeEd, prior to the pet residing in the Premise.

4.2 Fees

Tenants bringing an approved cat and/or dog into their household shall pay a **non-refundable** pet fee of two-hundred and fifty (\$250.00) dollars, regardless of the number of pets permitted in the Premises, which shall be paid by the Tenant to HomeEd upon obtaining consent from HomeEd during the tenancy.

For tenants with cats and/or dogs, tenants shall pay a pet fee in the amount of twenty five (\$25.00) dollars per month, per cat or dog, to be collected along with the monthly Rent. Fish and small caged animals are exempt from the \$25 per month pet fee.

- For example, if a Tenant has one cat and one dog, then the monthly pet rent would be \$50.00/ month.

4.3 Important Conditions

You acknowledge and accept full liability for any and all loss or damage that may be caused by bringing or allowing a pet to be brought into the Premises and/or building, and you shall indemnify and save HomeEd harmless from any claims, fines, and/or penalties, arising

against the Landlord as a result of bringing a pet into the Premises and/or building, or by the keeping of a pet.

You will not permit a pet brought into the Premises and/or Property by you, another tenant, guest or invitee to disturb the reasonable enjoyment of the building by HomeEd or HomeEd's other residents. You shall ensure that a pet brought into the building is caged or on a leash at all times when in common areas of the Property, and is well behaved and quiet.

You shall promptly pick up after the pet on and around the Premises and/or Property and dispose of the waste in a garbage receptacle. In the event of any conflict arising from bringing a pet into the Premises and/or Property, you agree to cooperate fully with HomeEd and attempt to resolve the conflict by whatever process HomeEd selects including one or more of negotiation, mediation and litigation, at the sole option of HomeEd.

You accept liability for any and all claims and actions for personal injury or damage, property or otherwise, arising from the keeping of a pet in or about the Premises and/or Property, another occupant, or by an invitee or guest of any of them.

Pets must also be restrained, locked up or in their cage when contractors, maintenance or HomeEd employees visit the unit. This is to keep everyone safe as pets are a tripping hazard, a distraction and could cause injury to a person working for HomeEd. If pets are not restrained, locked or in their cage, the HomeEd employee may deny entering the tenant's unit until this is followed.

You agree that HomeEd has the right to enter the Premises without notice, if there is reasonable cause to believe that a pet has been left alone for an unreasonable period of time, is in distress, is creating a disturbance or any other emergency situation appears to exist;

- HomeEd shall attempt to contact you before entering the Premises;
- HomeEd may make reasonable arrangements for the pet's care. You agree to reimburse HomeEd for any reasonable expenses incurred by HomeEd for the pet's care.

You acknowledge and agree that in the event that any of the above rules are not adhered to, that you shall comply with any written requests of HomeEd regarding removal of the pet from the Premises, and, depending on the severity of the breach, may result in HomeEd advancing steps to terminate the Tenancy.

5.0 Taking Care of Your New Home

5.1 Proper Care of Your Unit

Maintenance and upkeep are a shared responsibility. While HomeEd maintains the building, grounds and common areas, it is your responsibility to keep your home clean, safe and in a reasonable state of repair. This includes but is not limited to your unit, balcony, patio, storage, parking stall, walk and yard. If you or your guest cause damage, you will be required to pay for the repairs. Tenants failing to report maintenance concerns to HomeEd will be charged for subsequent damages which occur as a result of the unreported condition.

Please review the detailed information below about the upkeep of your new home.

(a) Structural Changes

- You are not permitted to do any structural alterations, renovations, painting, wall papering, or re-decorating in your unit unless you have received prior written consent from the Portfolio Manager.
- Ceiling hooks are not permitted. Only small picture hooks or ½ inch decorating nails may be used to hang pictures. Tenants will be charged for unrepaired holes from wall anchors or screws.

(b) Appliances

- Every unit has a fridge and a stove. Townhomes also have a washer and dryer. These work best if you clean them regularly. If you damage your appliances, you will have to pay for the repairs or replacement cost.
- Your refrigerator will need to be cleaned and defrosted regularly to keep it in good working condition and to save energy. Frost free refrigerators must be defrosted at least once a year. Do not use knives or sharp objects to remove a buildup of ice. Also, do not put kettles or pots filled with boiling water in the freezer to melt the ice as the heat could melt plastic parts.
- Use oven cleaning products for your oven. Clean your range hood filter regularly.
- Use a mild soapy solution to clean the smooth surfaces of appliances.
- Please do not use abrasive cleaning products as they will damage the surfaces of your appliances.
- Portable air conditioning units are acceptable inside the unit however window mounted air conditioners are not allowed. For further information, please contact your Portfolio Manager.
- HomeEd does not reimburse tenants for loss or damages resulting from malfunction or failure of any appliance.

(c) Balconies

- You are expected to keep your balcony clean, neat and attractive. As such, balconies are to be used only for patio furniture and bicycle storage.
- Clotheslines are not permitted on the balcony.
- Boxes or other belongings may not be stored on the balcony.
- Electric barbecues are allowed on HomeEd balconies. Charcoal barbecues are not permitted. Propane barbecues require prior approval from a Portfolio Manager.
- Sweep up crumbs and food particles from your balcony to avoid attracting insects and rodents.
- Tenants are not to shake, clean or hang any laundry, rugs, mats, clothes, bedding, air conditioners etc. from windows, balconies or landings; nor shall any objects, debris or water be thrown or swept from windows or balconies.
- Don't put carpet on the balcony as wet carpets can damage the underlying structure.
- Supervise young children whenever they are on the balcony.

(d) Basements, Storage Areas and Storage Units

- Townhomes have basements or crawl spaces. Some apartments have storage areas and storage units. These spaces must not be used as sleeping areas as this would be a violation of Municipal Fire regulations.
- Do not store any dangerous substance or flammables in your unit.
- All belongings must be a minimum of three feet (0.91) away from the furnace and hot water tank.
- The storage unit is for storage purposes only and will not store live animals or perishable goods inside the premises.
- Storage units may not be used as a dwelling, place of business, or for any purposes other than storage of personal property.
- Storage units must be made available should HomeEd or its vendors require access due to maintenance or pest control purposes.
- HomeEd accepts no responsibility of rented storage units to assure that they are occupied by the renter only. (The responsibility for calling the police or other services resides with the renter.)
- CONTENTS LEFT AT OWNERS RISK. HomeEd is not responsible for any loss or damage due to theft, vandalism, fire, water, or otherwise, however caused.
- Monthly storage is leased on a calendar month basis and no credit is allowed for periods during a month when the unit is not required.

(e) Bathrooms

- The water shall not be left running unless in actual use.
- To prevent flooding, shower curtains must be used and put inside the bathtub.
- You can reduce condensation by turning on the bathroom fan while you are showering or bathing; and by keeping the fan running until the condensation has evaporated.
- Do not permit children to throw toys or other small objects into toilet or sinks. Tenants will be charged for any costs associated with plumbing repairs.

(f) Ceiling Fans

- Before replacing a light fixture with a ceiling fan, you will require a written permission from the Portfolio Manager. For further information, please contact your Portfolio Manager.
- Ceiling fans must be installed by a qualified electrician and you will need to provide HomeEd with verification that a qualified electrician completed the installation.

(g) Clothes Lines

- Freestanding clothes lines are permitted in townhome backyards.
- Tenants are not permitted to attach a clothesline to HomeEd property; or to hang laundry over the balcony railings or on the fences.

(h) Decorating

- Enjoy making your home beautiful and comfortable. However please remember:
 - No structural alterations, painting, papering or redecorating is permitted without the prior written consent of the Portfolio Manager.
 - Use only small picture hooks or small nails to hang wall decorations.
- Drapes, blinds, Venetian blinds, or vertical blinds may be used as window coverings. Sheets, Flags, tinfoil, blankets or any other material not approved for window treatments are not permitted.
- Due to the risk of fire, you are not allowed to have a live festive tree in your unit.
- You may periodically put up festive decorative lights on the outside of your unit and on your balcony. You must use plastic clips only to put up the lights. Do not make any holes to attach the lights. Decorative lights should be taken down within a month following the festive celebration, or as directed by HomeEd.

(i) Electrical

No internal electrical wires shall be moved or altered for any reason.

(j) Furnaces, Ducts and Hot Water Tanks

- If you live in a townhome, your unit will have a standalone first.
- You are required to replace the furnace filters when needed but, in any event, at least every 3 months. Monthly replacement is recommended during the winter months. When replacing filters, clean around the area and the exterior of the furnace for dust and lint.
- The furnace power switch is located on a nearby wall or on the ceiling above the first. You should be aware of its location and ensure that it is not shut off. If it is turned off, the furnace will not work.
- Tenants will be charged the full cost of the service call and repairs for any tenant-related damages or neglect.
- Never sweep garbage or dust into the floor registers. Do not allow children to throw toys or other objects down the registers. Tenants will be charged for any costs associated with clearing ductwork of these items.

(k) Smoke & Carbon Monoxide Detectors

- Your unit is equipped with smoke detectors. It is your responsibility to ensure that smoke detectors are functioning properly at all times.
- Check smoke detectors each month. If your smoke detector is not working properly, and it's battery operated, replace the battery and check to make sure it is working. If the detector still does not work, immediately contact your Portfolio Manager. If your detector is hardwired, please check and if not working, immediately notify your Portfolio Manager.
- You may not remove the smoke detectors or otherwise interfere with the smoke detectors operation. You are responsible for the replacement of any smoke detectors which you or your guest damage or disconnect.
- In townhomes, each of the above also applies to the CO2 (carbon monoxide) detectors.

(l) Toilets

- You should have a good toilet plunger in the event of the toilet becoming clogged or backed up.
- You are responsible for the cost of repairing clogged or damaged toilets, sinks and drains. Tenants have the option to call a certified plumbing service or submit a maintenance request.

(m) Waterbeds

You are expected to obtain written approval from HomeEd before installing a waterbed in your unit. Proof of waterbed insurance is required.

(n) Windows and Screens

- Tenants shall not cover windows with anything other than appropriate drapes or curtains. You are not permitted to use blankets, sheets, flags, tinfoil, etc. on any window in your unit. No flower boxes, satellite dishes or other objects are to be placed on window ledges or railings.
- Windows must be kept closed when it is raining and when it is cold. Tenants will be responsible for the cost of repairs if there is rain or water damage, or if the plumbing pipes freeze.
- You may remove screens to clean them. Screens are to be put back in immediately after cleaning.
- You are responsible for the cost of replacement of any glass which may be broken, cracked or damaged in any manner with glass of like-kind and quality.

(o) Yards

- If your unit has a private yard, you are not permitted to remove existing plants or grass. Plants may not be planted in the ground, and only potted plants are permitted.

- You are expected to keep the premises in a reasonably clean and tidy condition at all times. All personal belongings, including children's toys, are to be kept either in your unit or in your enclosed backyard.
- No items, such as hanging plants or decorative materials, may be attached to the exterior walls or fencing without prior approval from the Portfolio Manager.
- No standing water is permitted on site (birdbath, pools, ponds) without prior approval from your Portfolio Manager.
- Should you have an outside water tap in your backyard, please remove the hoses before winter freeze-up and close the valve that is inside your unit. Our staff can show you where the shut-off valve is located.
- You may hold a yard sale, but you will need to ensure you comply with the City of Edmonton bylaws and have a valid licence. Tentative dates for yard sales must be approved in advance by the Portfolio Manager. After the yard sale is over, you must clean up and dispose of any debris on or about the property.
- Trampolines are prohibited.

(p) Thermostat

When the outside temperature reaches below freezing the unit's thermostat must be set at 21 Degrees Celsius or higher to prevent frozen pipes.

(q) Trees and Shrubs

If you notice trees or shrubs that need to be pruned, notify the Portfolio Manager. Tenants may not cut branches or do any pruning.

(r) Fire Pits and Free Standing Fireplaces

Fire pits and free-standing fireplaces are not permitted.

(s) Satellite Dishes, Antenna and Towers

Prior written permission from HomeEd is required for the installation of satellite dishes, antennae. At a minimum, the following conditions must be met:

- Tenants must obtain written permission prior to installing a satellite dish.
- Satellite dishes cannot exceed 24 inches (61) cm in diameter.
- The unit must be freestanding and placed in the tenants fenced backyard only.
- The satellite dish must be placed no higher than the fence level.
- Tenants may place a metal post and base in the yard and attach a satellite dish to it.
- Tenants may not attach the satellite dish or its supports to fences, balconies, the roof or any other part of the building.
- Any drilling of holes etc. for cable access requires HomeEd approval prior to installation, and must be repaired to HomeEd standard upon removal.

(t) Signs

Tenants cannot place signs or place cards for advertising purposes anywhere in the rental premises or on or about the property. For any exceptions to this, the tenant must have prior approval of the Portfolio Manager.

(u) Laundry Rooms and Townhome Laundry Equipment

- Apartment units have laundry rooms with a smart card system washers and dryers. HomeEd does not own the laundry equipment. If you see a broken washer or dryer, please call the number on the machine.
- Shared laundry facilities are for tenants use only. The hours of access to the laundry facility are specific to each property.
- You can help maintain the laundry room by cleaning up around the machines and removing lint from the dryer after using the equipment. This will help to reduce drying times and prevent fires.
- Please promptly remove your laundry when the cycle has finished.
- Please do not overfill the machines.
- Townhome renters should keep their washers wiped clean. Clean the vent trap in your dryer and check the vent outside to make sure there is no build-up of lint in the hose.

(v) Common Areas, Grounds & Parking Lots

- It is your responsibility to ensure safe and reasonable use of all common areas by your household members and guests.
- Do not obstruct common areas, hallways, passages and stairwells with furniture, bicycles or other items.
- The hallways, passages and stairwells of the building shall be used for no purpose other than to go to and from the Leased Premises.
- Unsupervised children are not permitted in the common areas at any time. For safety reasons, children are not allowed to play in the hallways, stairs, elevators, parkade, or parking lot.
- Bicycles should not be driven through the parking lot or grass areas of the property.

(w) Snow Removal

- If you live in a townhome, you're expected to keep your sidewalks, steps and parking stall free and clear of ice and snow. You're responsible for the sidewalk leading to your unit and the common sidewalk for the width of your unit.
- If you live in an apartment, you're expected to keep your parking stall free and clear of ice and snow.
- Failure to do so could result in you being charged a maintenance fee.

(x) Parking

- Tenants should ensure there is no garbage, oil or fluid in the stall or on the ground. Tenants are expected to remove the snow and ice from the parking stall that they have been assigned or are renting.

- Your parking space may not be used for any purpose other than to park the tenant's vehicle. To be parked on HomeEd property, vehicles must not be inoperable, unregistered, unlicensed or uninsured.
- Your parking space or lot shall not be used to park a boat, camper, trailer, commercial vehicle or any other vehicle which weighs more than three-quarters of a ton (e.g large trucks).
- Vehicle maintenance or repairs are not permitted in tenant parking stalls or anywhere on HomeEd's property. This includes, but is not limited to, washing, oil changes, body repairs and engine repairs.

5.2 Pest Control

Unfortunately, cockroaches, mice, bedbugs and other pests can sometimes get into buildings. Suggested ways to help control these unwanted visitors include:

- wrap up food and put it away after meals
- keep your dry goods (flour, cereal, sugar, rice, etc) in a glass, metal or hard plastic containers with a tight-fitting lids;
- keep your garbage, including recyclables, in tight- closing hard containers, and remove it to an outside storage area everyday;
- keep the stove, countertop, floors and walls clean of grease, crumbs and other foods.
- vacuum the rugs regularly to remove dirt and dust;
- report any cracks or holes in your deck or foundation to HomeEd.
- make sure the cover on your basement drain is securely in place.

If you detect an infestation in your unit, immediately report this to your Portfolio Manager. If treatment is needed, follow the preparation instructions.

Other measures for preventing pests include:

- Do not feed pigeons, squirrels or stray animals. This can attract other pests.
- Bird feeders cannot be used as mice may be attracted by the scattered seed.
- Bedbugs have become a problem throughout Edmonton and many other cities. Controlling them depends on fast and thorough action. Immediately report a suspected infestation to your Portfolio Manager. If treatment is needed, follow instructions exactly. Otherwise, the treatment will not work.
- Please do not bring old / used mattresses, clothing or other items into the building or your unit as they could be infested without your knowledge. Similarly, infested furniture or mattresses need to be properly disposed of. Please contact your Portfolio Manager for further information.
- Keep in mind that you are required to cooperate with HomeEd staff when preparing your unit for any type of pest control treatment. Failure to prepare your unit and / or failure to keep your unit reasonably clean is a violation of the *Residential Tenancy Agreement* (Lease) and may result in additional charges or termination of your tenancy.

5.3 Household Garbage and Recycling

Please dispose of garbage in a proper manner. Examples of this include:

- Garbage and recycling must be placed in the appropriate receptacle or chute.
- Garbage has to be put in plastic garbage bags, tied and placed in the garbage bins provided. Please do not leave the bags on the ground beside the garbage bins.
- Do not allow small children to take the garbage out if they cannot place the bags in the garbage receptacles.
- Lids on garbage bins must be kept closed at all times in accordance with Municipal bylaws.
- Garbage may not be left on the balcony, outside your door, on the patio, in your yard or in your parking stall.
- Furniture, electronics, mattresses, appliances or other large items may not be left by or in the garbage bins. You're expected to arrange for removal of these items at your expense. If you leave these items in the garbage enclosure, HomeEd will haul them away and you will be billed for the hauling and disposal fees. Please contact your Portfolio Manager if you require information on disposal.
- Recycling bins are provided at many of our properties.
- You are responsible for disposing of hazardous materials in an approved manner. These include needles, paint, solvents and batteries. For further information, please refer to the City of Edmonton Waste Management website at www.edmonton.ca/for_residents/garbage-recycling.aspx.

6.0 Maintenance, Repairs & Renovations

Every home requires ongoing maintenance and repairs to ensure the accommodations are suitable and free of health and safety hazards. This requires the cooperation of both HomeEd staff and tenants.

You are responsible for keeping your unit in good repair by regularly replacing furnace filters, light bulbs, fuses and smoke detector batteries. Regular upkeep of your unit will limit the likelihood of maintenance issues.

If you have a maintenance problem, please contact your Portfolio Manager who will arrange for HomeEd's maintenance staff to address it. Electrical, plumbing, sanitation, heating, ventilation and appliance repairs will be scheduled with an external contractor and acted upon as soon as possible.

There is no charge for normal wear and tear. But, you may be charged for damages if:

- you, your family or guests damage your unit or common spaces

- repairs are needed because you did not keep your apartment or townhome in good working order
- you failed to report a maintenance concern to your Portfolio Manager which results in damages (example: leaky plumbing)
- you lose your keys or fobs
- your unit is in very bad condition (beyond normal wear and tear) when you move out

6.1 Maintenance Emergencies

If you experience a maintenance emergency at any hour, call HomeEd at 780-474-5706 to report it. This phone number is monitored 24/7 and your call will be directed to HomeEd maintenance personnel who will be able to respond as soon as possible. Emergencies include:

- heat system failure
- electrical failure
- sewer backup
- flooding
- elevator breakdown

Please note that you may be charged a fee if you request non-emergency service outside of regular working hours.

6.2 Annual Inspections

As part of our program to maintain our buildings, HomeEd conducts annual unit inspections. HomeEd staff will provide you with notice of this inspection. As a result of that inspection, work may be identified that requires contractors to make repairs or replacements.

You are expected to immediately report any damage to, or deterioration of, the premises to the Portfolio Manager. Should any damages be determined to be the tenant's responsibilities, you will be charged for the cost of repairs.

6.3 Paying for Damages

If you or your guest damage your unit beyond what is considered normal wear and tear, you will be required to fix the damage. If there are damages, HomeEd will perform the repairs at your cost. You are responsible for any damage occurring as a result of negligence on your part.

TENANT CHARGEBACK LIST

In accordance with HomeEd’s Residential Tenancy Agreement, a Tenant is responsible for the cost of cleaning, repairing or replacing any fixtures, fittings, appliances, carpeting or facilities located in the Leased Premises other than reasonable wear and tear. This Chargeback List is intended to provide clarity to Tenants on the cost recovery approach HomeEd will undertake in such instances.

Fixed Charges

The following fixed charges will be applied in the event tenant activity results in required cleaning, repairs, and/or replacements within the unit.

Hourly Charges			
General Cleaning	\$45.00 / hr (minimum 3 hrs)		
Emergency After Hours Call Out	\$80.00 / hr		
Maintenance Labour	\$50.00 / hr (during business hours)		
Carpet Cleaning		Electrical	
*Tenant must provide proof/invoice of steam cleaning to avoid carpet cleaning charge		Cover plate (switch/outlet)	\$5.00 each
Bachelor	\$135.00	Light bulb (LED)	\$5.00 each
1 Bedroom	\$150.00	Doorbell	\$125.00
2 Bedroom	\$165.00	Smoke Detector	\$50.00
3 Bedroom	\$185.00	CO Detector	\$75.00
Locks		Misc Interior and Exterior	
Replace Door Knob	\$50.00	Door Stopper	\$25.00
Replace Deadbolt	\$200.00	Towel bar	\$35.00
Key replacement	\$50.00	Shower curtain rod	\$50.00
Fob replacement	\$50.00	Window screen repair	\$75.00-\$125.00
Garage Fob replacement	\$100.00	Grass cutting	\$150.00
Mailbox lock	\$80.00		
Laundry card	\$25.00		
Elevator key	\$50.00		

Charges Based on Quote

In the event tenant activity results in required repairs and/or replacements to the following items, the tenant charge will be based on the best-value quotation received from qualified vendors or suppliers. Invoices are available upon request.

Heating and Plumbing	Misc Interior and Exterior
Thermostat	Toilet paper holder
Furnace filter	Toilet seat
Toilet replacement	Replace bathroom mirror
Sink replacement	Replace closet shelving
Tap replacement	Replace stairwell handrail
Tub faucet and accessories	Light fixture
Plumbing parts	Fence Repair
Clogged Toilet / Drain	Parking plugs
Doors and Windows	Painting
Replace window glass	Repair wall
Window Hardware	Interior / Exterior door
Replace door frames	Kitchen cabinet
Replace interior door	Ceiling
Replace exterior door	Basement concrete or walls
Door Hardware	Repaint Bach, 1BR to 4BR APT
Blinds	Repaint Bach, 1BR to 4BR TH
Cabinets & Vanities	Flooring
Medicine cabinet	Carpet repair- burns/holes
Vanity Repair / Replacement	Linoleum repair
Repair / Replace Kitchen Drawer	Carpet / Lino replacement
Repair / Replace Kitchen Cabinets	

6.4 Renovations and Alterations

If renovation work is being completed in your unit, we may need to ask you to be absent from your unit while repairs are underway. HomeEd staff and contractors will clean up the materials and ensure your unit is safe before you return. Do not carry out alteration to renovations to your unit without prior written consent from HomeEd.

7.0 Living in a Community

Our tenants and families come from a variety of backgrounds. Ideas about acceptable behaviour will vary. It is expected that tenants will follow the rules and regulations of the *Residential Tenancy Agreement* and the *Residential Tenancies Act*, ensuring they do not interfere with the rights of their neighbours. Any substantial breach on the part of the tenant of the Residential Tenancy Agreement (Lease) or the *Residential Tenancies Act* does give HomeEd the right to issue a *Notice of Termination of Tenancy*. The following offers further detail on HomeEd's expectations of tenants.

7.1 Conflicts and Complaints

Please put your complaints in writing and submit them to your Portfolio Manager. List dates and times the incident(s) occurred, and as much specific information as you can about the dispute or complaint.

7.2 Noise and Disturbances

You and your neighbours are entitled to privacy and quiet enjoyment of your home. Please ensure that you, your household members, visitors and guests live in a manner that does not have a negative effect on your neighbours.

Specifically, tenants cannot disturb, or be a nuisance to their neighbours. Therefore, tenants must keep the sound level of their televisions, radios and musical instruments to a reasonable level so as not to disturb the comfort and enjoyment of others. No excessive noise is permitted at any time and this same rule applies to vehicles, visitors, guests and conversations. Excessive noise and disturbances may place your tenancy at risk.

Should you witness a potential criminal event, or feel that your safety or the safety of others is at risk, contact the Edmonton Police Service by calling **911 for emergencies**. If you witness excessive noise, please contact the Edmonton Police Service non-emergency line by dialling 780-423-4567.

7.3 Alcohol

Consumption of alcohol is not permitted at any time in any common area, including hallways, parking lots, laundry rooms, etc.

7.4 Smoking

HomeEd has moved towards smoke-free buildings. As of August 1, 2023, smoking or vaping of any substances from any device is not permitted inside any HomeEd properties. This includes inside units, on the balconies and in the common area of apartment complexes. In

accordance with the Alberta Tobacco Reduction Act and the City of Edmonton's Public Places Bylaw no person shall smoke within five (5) metres distance from any doorway, window or air intake of a public place or workplace. This means that, if you live in an apartment, you are not permitted to smoke any substance within the designated buffer zones of any doorway, window or air intake of a HomeEd property. Residents are encouraged to be mindful of wind and travelling smoke and are asked to be considerate of their neighbours when smoking outdoors.

There is a prohibition on the growth of marijuana and/or the production of marijuana derivatives in the Premises. Consumption of marijuana edibles within the unit is allowed.

Proper disposal of cigarette butts is essential to prevent fires. Tenants may not throw discarded cigarettes onto the ground, or dispose of them while still burning into regular garbage or potted plants. Cigarettes should be disposed of in personal ashtrays.

Tenants are responsible for the behaviour of any guests they bring into the building. Any breach of these prohibitions will be considered a substantial breach of the Tenancy Agreement and as a result HomeEd shall take any and all action, including eviction.

7.5 Extended Absence

If you are absent from your unit, or if your unit is unoccupied, for a period greater than seven (7) days, you are required to arrange a regular inspection by a competent adult. The maximum permissible period for a sole tenant or tenant household to be temporarily absent from their rental unit is sixty (60) days. Please also check and comply with the terms of your Tenant Liability Insurance policy.

You will need HomeEd's approval for that person to act as your agent in your absence, and you will need to provide the Portfolio Manager with the name, address and contact phone numbers for that person. You may not allow that person to occupy your unit during your absence. You will need to ensure that rent, utilities and any other payments due under the *Residential Tenancy Agreement* (Lease) are paid in full and on time.

7.6 Guests

Guests may stay with you for a total of seven days in one month. If you need to plan a longer visit, you must obtain written approval from HomeEd in advance of the scheduled visit. You are not allowed to charge your guests room-and-board.

7.7 Subletting

During the term of your lease, you may not sublet, assign or re-rent your unit without the express written permission of HomeEd. Similarly, you may not leave a guest in charge of your unit without having first obtained the written consent of HomeEd.

7.8 Transfers

If you wish to transfer to another unit or another property, you will require the written approval of HomeEd's Portfolio Manager.

7.9 Operating a Business from Home

To operate a business from home, tenants must obtain a prior written permission from HomeEd. If approved, tenants must abide by the regulations of the *Residential Tenancy Agreement* and abide by any applicable laws and Municipal bylaws. In addition, the following conditions must be adhered to:

- A current Business Licence must be posted in your unit and a copy given to HomeEd.
- There will be no regular movement of traffic in and out of your suite.
- There will be no destruction of the other tenants in the property.
- There will be no signage displayed on the grounds or in the windows of your unit.
- All City of Edmonton business requirements must be met at all times.

8.0 Safety and Security

8.1 Protect Yourself and Your Home

- HomeEd suggests that you keep your unit doors closed and locked even when you are at home; and lock your home whenever you are out.
- Do not, under any circumstances, give out keys for your unit or your front door of the apartment building. This is grounds for a *Notice to Cease and Desist*.
- As you enter or exit, do not permit access to anyone whom you do not recognize.
- If your building has an intercom, and sure your guests use it when visiting you. HomeEd will not tolerate guests yelling up to your window to gain access.
- When you receive a call on the intercom, be sure that you know the person before allowing them into the building.
- If you observe suspected criminal activity, do not attempt to intervene. Phone the police immediately.
- If your safety, or someone else's safety, is at risk, call 911 immediately.

8.2 Fire Safety

Be prepared before fire strikes. Learn the fire safety plan for your building. Whether you live in an apartment building or a townhome, prepare an emergency action plan. Make fire drills a family affair. Be sure everyone knows what to do.

If you have mobility challenges and/or know you will need help to leave the building, talk to your Portfolio Manager and establish a plan for emergencies upon moving in.

(a) To help prevent dangerous conditions at home:

- Pay attention when using the stove. Many house fires are caused by cooking oil left unattended on the stove.
- Be careful with candles. Candles also caused a significant number of house fires.
- Avoid leaving matches and lighters where children can reach them.
- Avoid storing large quantities of combustible material or flammable liquid in your home. If necessary, keep small amounts of approved secured containers. Propane tanks cannot be stored in your unit.
- Avoid placing anything on or near baseboard or portable electric heaters.
- Never use flammable substances (e.g. gasoline) inside your unit.
- Check smoke and carbon monoxide detectors each month if there is a concern, report it to the Portfolio Manager.
- If you live in a townhome, keep the area around the furnace and hot water tank clear or distance of 3 feet is (0.91 metres).
- Do not overload power outlets, or use damaged or frayed power cords. A power bar with a shut-off feature can protect your electrical appliances.
- Do not prop open fire doors or disable automatic door closers, as you place both yourself and your neighbours in danger in the event of a fire.
- If you know of, or find, any hazardous or dangerous conditions on or in the vicinity of the rental property, please contact your Portfolio Manager immediately.

(b) If you discover a fire:

- If you discover a fire, notify people in your unit and evacuate immediately. Close, but do not lock, the unit door.
- Proceed to the nearest stairwell and/or EXIT, and activate the fire alarm prior to leaving the floor of the building.
- If there is an elevator in your building, do not attempt to use it. Exit by means of the stairwell.
- Call 911 and notify the Edmonton Fire Department.
- Proceed to a location which is a safe distance away from the building.
- Await further instructions from emergency personnel.
- Never re-enter your home until the fire department confirms that it is safe to do so.

(c) If you hear the fire alarm:

- If you hear the fire alarm, vacate your unit calmly and immediately. Close, but do not lock the unit door.
- Proceed to the nearest stairwell exit.
- If there is an elevator in your building, do not attempt to use it. That's it by means of the stairwell.
- Call 911 and notify the fire department.
- Procedure location which is a safe distance away from the building.
- Await further instruction from emergency personnel.
- Never re-enter your home until the fire department confirms that it is safe to do so.

8.3 Crime Free Multi-Housing Program

The safest buildings are those in which people know their neighbours, participate in social activities and work together for the good of their community. With that end in view, many of HomeEd's residential properties are certified under the Crime Free Multi-Housing Program, an initiative of the Edmonton Police Service. This program sees tenants, the Edmonton Police Service and HomeEd working together to keep illegal activities away from your rental properties. Tenants play a huge part in the success of this program as you are the eyes and the ears on site. The result of this team effort is a safer, more habitable environment in which to live.

Tenants who move into a Crime Free designated property sign an agreement addendum which identifies that:

"The tenant(s), any member of the tenant's household, and any persons affiliated with the tenants or invited onto the residential premises, common areas or property of which they form a part by the tenant(s) or any member of the tenants household shall not engage in any criminal activity in the premises, common areas or property of which they form a part including, but not limited to:

- *any drug-related criminal activity;*
- *solicitation (sex trade workers and related nuisance activity);*
- *street gang activity;*
- *assault(s) or threatened assault(s);*
- *unlawful use of a firearm; or*
- *the tenant will not in any significant manner interfere with the rights of either the landlord or other tenants, perform illegal acts, or carry on an illegal trade, business or occupation, endanger persons or property of which they form a part."*

A single violation of the provisions of this Addendum is a substantial breach of your *Residential Tenancy Agreement* and may result in immediate *Notice of Termination of Tenancy*.

8.4 Vandalism

Vandalism can require costly repairs. Graffiti on brickwork or stucco is unsightly and difficult to remove. If you see anyone causing damage to HomeEd property, please call the Edmonton Police Service immediately, then report it to your Portfolio Manager.

9.0 Moving Out

9.1 One Rental Months Notice

Tenants must give a full rental months written notice prior to moving out. The notice must be given on or before the first of the month to be effective at 12:00 p.m. on the last day of the month. For example, if you're moving on September 30th, you must provide notice on or before September 1st. Your notice must be received by HomeEd no later than midnight on the first day of the vacating month. If you are breaking your lease agreement by moving out early, you will be responsible to pay a lease break equal to one month's rent, and pay back any incentives you may have received.

9.2 Showing Your Unit

Once you've given notice, HomeEd will need to show your suite to potential tenants. HomeEd will issue you with a 24-hour notice for entry to support our leasing activities. Your cooperation is appreciated.

9.3 Cleaning Your Unit

Tenants are required to have all carpets in their unit professionally steam cleaned at the Tenant's expense before they vacate the premises. If you do not, HomeEd will hire a professional steam cleaner and the costs will be deducted from your Security Deposit at the expiration of your Tenancy Agreement.

9.4 Move-Out Inspection

HomeEd will conduct a preliminary inspection of your unit when the *Notice to Vacate* has been given. The purpose of the inspection is to confirm whether there are any repairs required and, if so, whether any repairs are required as result of tenant damage or neglect. The cost of any repairs as a result of tenant damage, will be billed to you. You must leave your unit in a clean, tidy and undamaged condition.

HomeEd will give you a move out package which includes a cleaning list and two (2) move out times. It is your responsibility to confirm the date and time that works best for you. If the HomeEd does not receive a confirmation from you, our staff will attend the first move out

inspection time. If you do not attend the first move out inspection, the move out inspection will be completed on the second move out time with or without your presence.

Should you disagree with the final Statement of Account, you have the right to book a hearing with the Residential Dispute Resolution board. HomeEd will attend any such hearing.

9.5 Keys

Please return all keys and fobs during your move-out inspection. Failure to return all keys and fobs will result in you being charged the cost to re-key your unit, mailbox and/or replace your fob.

9.6 Security Deposit

You will need to provide HomeEd with your forwarding address when you move so that your security deposit funds can be returned promptly. According to the Residential Tenancy Act, HomeEd is required to have a statement of account postmarked no later than ten calendar days after the move-out inspection has been completed. Your security deposit will be refunded, or retained, in accordance with the *Residential Tenancy Act*.

9.7 Utilities

For the term of your lease agreement, the utilities you are responsible for, must remain connected. Contact the applicable utility company(ies) to have final readings taken on your utility accounts for the last day of your lease agreement. Unless HomeEd and you agree to an early move out date, you are responsible for all utility charges until the end of the month in which you vacate, as outlined in your Lease Agreement.

10.0 Important Contacts and Resources

10.1 Know Who To Call

The following is a summary of who to contact by phone for a variety of issues you may experience.

Service Provider	Purpose	Phone Number
HomeEd	24/7 Emergency Maintenance or to speak to our team during regular business hours	(780) 474-5706

Emergency Police, Fire or Ambulance Services	Emergencies are where life, safety, or property is in immediate danger or there is a crime in progress.	911
Edmonton Police Service Non-Emergency Line	For addressing questions, collecting information and making complaints	#377 or (780) 423-4567
Health Link	Free 24/7 nurse advice and general health information for Albertans provided by Alberta Health Services.	811
Community Programs & Services in Alberta	Free 24/7 information and referral network on topics such as: <ul style="list-style-type: none"> ○ COVID-19 ○ Family Supports ○ Child & Youth Care ○ Crisis Diversion & Resources ○ Disability Supports ○ Care for Mental Health & Addictions ○ Food & Basic Needs ○ Employment ○ Financial Supports ○ Support for Newcomers to Canada 	211
Edmonton Region Distress Line	Free 24/7 counselling and support for those in crisis	(780) 482-HELP (4357)
City of Edmonton Services	Providing information on programs, resources, services and engagement opportunities for Edmontonians	311