



Holidays

January:

- 1 New Years Day

February:

- 14 Valentines Day (not a stat holiday)
- 18 Family Day

March:

- 17 St. Patrick's Day (not a stat holiday)

Office Hours:

All site offices will be closed on
February 18 — **Family Day**



Maintenance Portal

We are pleased to inform all WBH tenants that our maintenance portal can now be accessed online via the RentCafé Resident Portal (top right-hand corner of the website www.wbhousing.ca). Tenants can submit their maintenance requests online and follow the status to see when their request will be completed.

To use the online maintenance portal, you must first register with RentCafé. If you have not registered and need your code, please speak to your Property Administrator to get yours today.

Here are the steps that you need to follow after you login to the RentCafé Resident Portal:

- Once you have logged in you will have to click on the "maintenance" function.
- Once in the maintenance request tab, you will have to fill in the drop-down menus, and click "submit".
- Once the request has been submitted, you will be able to see your history in the "request history" tab. There you will be able to check the status.

'Cold Days Warm Hearts' Campaign a Success

This year's **'Cold Days, Warm Hearts'** winter clothing drive for the residents of Marshall House Emergency Homeless Shelter was a huge success!

We'd like to thank all of the tenants and staff of WBH that contributed items to the drive, as well as the local organizations that donated. All of the items have been delivered to Marshall House and will be distributed as needed. Here are a few pictures:



RentCafé Bulletin Board and Social Media

Have you liked us on Facebook yet? Visit [@WoodBuffaloHousing](#) today and like us to stay in-the-know on all of the latest information for WBH tenants, including promotions, contest updates, office hours, etc. You can also check out the new Bulletin Board feature in the RentCafé Resident Portal. Sign up and stay informed!

Tenant Satisfaction Survey Extended

In the month of December, residents were invited to complete Wood Buffalo Housing's (WBH) Tenant Satisfaction Survey. This survey is an important gauge to determine what WBH's key areas of focus should be for the coming year and how resources should be allocated according to the needs and priorities of our tenants.

Thank you to everyone who has completed the survey so far and sent it back to us. We will be sending out another link to the survey via RentCafé and extending the deadline to January 18th. Please watch for the link in your emails. The email survey has been shortened slightly from the previous printed version.

Refer a Friend

If you know someone interested in applying for housing, ask them to call **780-799-4050** or they can fill out an inquiry form online at www.wbhousing.ca.

Tenant Reminder:

Please remember to check and/or change the batteries in your smoke detectors and carbon monoxide monitors.



Winter Tips for Tenants

Here are some useful "winter weather smart" tips to get you safely through the colder months in Fort McMurray.

Please read, especially if you are travelling and will be away from your unit for any length of time.

- First, if you notice a draft in your apartment, please alert your Property Administrator right away so the issue can be resolved before it gets worse.
- If you are going to be away from your unit, please turn down your thermostat but do NOT turn it off. The heat will help prevent pipes from freezing. If pipes freeze and burst it can cause a lot of water damage to the property and to your possessions. Burst pipes can usually be traced back to a negligent act (leaving a window open, heat off, etc.) and it is the tenant's responsibility to pay for any damages if this is the case. Tenant insurance is critical in this instance to protect the tenant from having to pay for the repairs directly. As stated in our lease agreement, the tenants must hold a current tenant insurance policy and WBH should have a copy of that insurance documentation. *Note: The heat does not have to be kept as high as you normally would keep it if you were actually at the property, but keeping it set above 10 degrees Celsius is a good idea. This should provide enough heat to keep the pipes warm and to prevent the water inside from freezing.*
- Allow a faucet to drip slightly if you plan to be away from your unit. Allowing the faucet to be open like this will alleviate pressure in the system. Once a pipe freezes, it is actually pressure that is created between the blockage and the faucet that will cause the pipe to burst, so allowing the faucet to be open will prevent this pressure from building up and thus, the pipe from bursting. You do not want to let it drip too much or too long however, in case there should be a blockage.
- Keep interior doors open. Pipes are often located in cabinets, and when the temperatures drop it is a good idea to keep these cabinet doors open so that the heat from the rest of the house can keep the pipes warm as well. You should also keep all interior doors open so that the heat can flow throughout the home.

'9 Lives' Program

We are pleased to announce that Wood Buffalo Housing has partnered with St. Aidan's Society and the Fort McMurray S.P.C.A. (FMSPCA) to help implement the '9 Lives' Program, which is a foster care program sponsored through the FMSPCA.

The program pairs senior animals in the care of the region's only animal shelter with local seniors.

Through this program, all food and veterinary costs are provided by the FMSPCA, as well as regular check-ups to ensure everyone is enjoying the companionship.

Since the new partnership was formalized three senior cats and one senior dog have already been successfully placed in their new homes. We are hoping to see many more pairings in the future.



Claire enjoys a cuddle with her senior feline companion named Athena.



Trudee and her senior feline companion Cullen enjoy their days together.

Update on Crime Free Designations



In the last newsletter we provided an overview of the Crime Free Housing Program that WBH has been working diligently with the RCMP to implement in our buildings. We are pleased to announce that we have successfully earned 'Crime Free' designations from the RCMP for the following WBH properties:

**Breakwater • Stony Mountain • Prospect View
Edgewater Court • Sandpiper • Horizon View**

The "Crime Free" housing program is based on Crime Prevention Through Environmental Design (CPTED), which has proven to reduce crime significantly.

CPTED is a set of proactive principles that discourage criminal behavior and reduce the fear of crime, like:

- Safety features built into the door and window systems of each home,
- Landscaping design including fencing and shrubbery allows for natural surveillance all year,
- Adequate area lighting both on the grounds and in the buildings promote a safe night time environment,
- Annual reviews conducted by the RCMP to ensure the facilities are maintaining set standards of the program for its tenants,
- Safety Socials are held every two years and are intended to keep tenants up-to-date with the program and help create a sense of community.

Some useful external resources for tenants

- **McMurray All Connected (MAC) Community Calendar** is a social calendar connecting the residents of Fort McMurray and surrounding area with events and activities happening in the community. The MAC calendar is an easy way to find anything from sporting events to hobbies and workshops to learn new skills. Search the calendar based on dates, ages or interest. There is something fun, new and exciting for everyone! Visit www.mcmurrayallconnected.ca for a detailed list of events available in the Region.
- **Keyano College has FREE English Classes** being offered through its Language Instruction for Newcomers to Canada – LINC Program. Email English@keyano.ca, or call **780-792-5706** for more information.
- The Canadian Mental Health Association has a number of winter courses being offered through its **Recovery College**:
 - **Art of Friendship** - In this course, you will gain insight into why people may misinterpret us or respond the way they do. You will improve your personal understanding and awareness, while learning how to get the most out of all your relationships.
 - Tuesdays: January 15 - March 5, 1:30 p.m. - 3:30 p.m. or 6:00 p.m. - 8:00 p.m.
 - **Road to Recovery** - Finding a way back from a mental health or substance use concern is a journey. This course focuses on what would be helpful in your life journey. It will assist you with tools to look at who you are now, identify who you hope to become, and what you need to do.
 - Wednesdays: January 9 – February 13, 1:30 p.m. – 3:30 p.m. or 6:00 p.m. – 8:00 p.m.
 - Wednesdays: February 27 – April 3, 1:30 p.m. – 3:30 p.m. or 6:00 p.m. – 8:00 p.m.
 - **Building Better Boundaries** - Many things impact our recovery and mental wellbeing. One area is our social interactions. This course looks at the basis for positive relationships, how we know when we are being treated with respect, respecting others, and how to establish acceptable boundaries.
 - Thursdays: January 10 - January 31, 10:00 a.m. – 12:00 p.m. or 6:00 p.m. – 8:00 p.m.
 - Thursdays: February 14 – March 7, 10:00 a.m. – 12:00 p.m. or 6:00 p.m. – 8:00 p.m.
 - **Confront the Discomfort** - Whether mild or severe, experiencing anxiety can limit the potential for enjoyment in our lives. In this course, you will learn the physical, mental and emotional signs of anxiety. Learn how to take small steps to break the cycle of anxiety-producing thoughts, beliefs and behaviours.
 - Wednesdays: January 9 – January 30, 10:00 a.m. – 12:00 p.m.
 - Wednesdays: February 6 – February 20, 10:00 a.m. – 12:00 p.m.
 - **Conversations that Matter** - Many of our defining moments come from having critical conversations. In this course we will focus on conversations that deepen relationships.
 - Mondays: January 28 – February 18, 4:00 p.m. – 6:00 p.m.
 - **Shades of Disclosure** - The focus of this course is to look at why we are sharing personal information, how and when to share about ourselves while feeling protected and comfortable in social interactions.
 - Fridays: January 25 – February 1, 10:00 a.m. – 12:00 p.m.
 - Fridays: February 15 – February 22, 10:00 a.m. – 12:00 p.m.
- To register for one of these courses, please call **780-743-1053**, or email everson@woodbuffalo.cmha.ab.ca or peer@woodbuffalo.cmha.ab.ca.



Marshall House Emergency Homeless Shelter

Marshall House emergency homeless shelter is a clean and safe environment, with security on site, for adults over the age of 18.

Location: 10095 Marshall Street Fort McMurray, Alberta

Phone: 780-715-1870

Hours of Operation: 5 p.m. to 8:30 a.m., 7 days a week.



Marshall House provides the basic necessities to our homeless population:

- Hot meals are provided from 5 p.m. to 8 p.m.
- Marshall House has cable TV, which is available from 5 p.m. to 11 p.m.
- We provide hot showers from 5 p.m. to 10 p.m.
- Continental breakfast is available from 6 a.m. to 8:20 a.m.
- Emergency clothing & toiletries can be provided if needed.



Planning a Party?

Meadow Creek Clubhouse is available to all WBH tenants for special events and occasions.

For information on cost to rent and availability please contact **780-750-0085** or mcvcondo@shaw.ca.

Hours of operation are Monday to Friday, 5 p.m. to 6 p.m.
Saturday 11 a.m. to 1 p.m. Closed Sundays.

Issues Or Concerns?

You can contact your Site Office Administrator

Community Housing/Edgewater Court:

780-788-4663

Horizon View:

780-714-2132

Meadow Creek Village: Breakwater A & B, Creekside, The Delta, The Shores, Cascades.

780-799-4656

Sandpiper Cove:

780-749-0185

Siltstone Place:

780-799-4072

Stony Mountain Plaza/Prospect View:

780-743-4440

Maintenance:

587-539-2964

If you have an After Hours Emergency please call 780-799-4050

Emergency items include:

No Heat • Flood • Sewer backup

Please do not use this number for non-emergencies or tenancy issues.

For police/fire/ambulance — any situation involving immediate threat to person or property, **Call 911**

