

Mountain View Echo

From the Managing Director...

Welcome to the first issue of the Mountain View Echo. We will be producing this bulletin bi-annually and hope to be able to share with you tips and topics that will be helpful to you in achieving a successful tenancy with us.

To bring you up to date, Airdrie Housing Limited now owns 42 apartment and condominium units in Airdrie and we will continue to acquire properties for affordable housing clients over the next couple of years. We also offer rent supplement programs to further assist tenants achieve their rental obligations.

Through our strong partnership with Community Links, our connections extend beyond the typical services offered by a landlord and I encourage you to



communicate with us should you have a need.

At this time, I would like to extend a heartfelt 'thank you' to all of the tenants at Mountain View who endured the inconvenience of the window and siding project this fall. Thanks to you the project went very smoothly and I hope that you are all enjoying the benefits of the new windows and the enhanced

appearance and insulating properties of the new siding.

As you read this newsletter, please feel free to provide feedback or topics of interest that you believe would be of benefit for all tenants. I look forward to your input.

Cheers...

Shelley Sweet
Managing Director

A Pet Friendly Reminder...

Dogs may be a man's best friend, but they also play host to many other best friends such as parasites and bacteria.

With the warm spring weather upon us, children and pets will be outside playing and sharing the same spaces. For those of you who are pet owners at

Mountain View, we would like to remind you of the importance of picking up after your pet every time they are outside. Also, please be sure that your pet is on a leash at all times and obey City of Airdrie bylaws in parks and off leash areas.

If you are not a dog owner at Mountain View and you

observe a pet owner behaving irresponsibly, please contact Tracey at Astoria Asset Management at 403-948-0337 to report it.



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TENANT TIPS

Did you know?

- When a light burns out in your unit, you are responsible for replacing it.
- Keep your sinks and tub clear of clogs...this is also your responsibility.
- No personal items or furniture is allowed outside for extended periods.
- The picnic table out back is for your use...please enjoy.

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Security...it's everybody's business

Everyone wants to feel safe and secure in their home. While living in a multi family building has its security challenges, there are a number of measures we can all take to help ensure our building and our personal security are as safe as possible.

The following are some tips and suggestions:

Unit Doors

For personal security, your doors are equipped with deadbolt locks and have a peephole. It is a good idea to always lock your door even if you are only stepping out for a minute. Also, get in the habit of locking your door even when you are home. If an unexpected guest comes to your door, never open the door without looking through your peephole or inquiring as to who it is. If your peephole is not located at your eye-level, invest in a sturdy footstool to keep at your entrance. The best locks in the world won't work if you open your door to a stranger.

Entrance to the Building

Unit Transfers...when is it appropriate?

Recently Airdrie Housing has had many requests for unit transfers. In order to process these requests fairly, effective immediately, we will be instituting a priority procedure for granting transfer requests. Along with the procedure, there will be a \$50 non-refundable transfer fee that must be paid in advance once your transfer has been approved.

The building entry system allows a resident to remotely let guests into the building. When you activate the front door remote entry system, make sure you know who is asking to come in and remind them to close the door behind them. If you have young children or children who visit often, ensure they know how to correctly operate the system. Would-be intruders will sometimes buzz different apartments until someone lets them in. Always be sure that you know the person before you let them into the building.

Do not hold the door open for a stranger to enter. Be wary of strangers who linger around the front door and dash to hold the door open after it has been unlocked.

Personal Security

Do not give your apartment keys to anyone.

Do not let anyone in to work on your apartment unless you and the property managers have previously arranged for the work.

Be observant. Park your car in well lit areas.

If you live on the ground floors, do not open your windows wide enough to let someone through.

Alert building management if any of the safety features in your unit or in the building are not in working order.

Call police if there is reason to suspect a crime may be in progress or you are suspicious.



"An ounce of prevention is worth a pound of cure"

Benjamin Franklin

Some priorities for transfer are:

- **Special Priority**—temporary relocation due to excessive damage from flood or fire.
- **Overhoused**—has there been a change in your household composition?
- **Medical**—would a move benefit your health—doctor's

certificate required.

- **Underhoused**—need for a larger unit.
- **Non-priority**—any other reason for a transfer request.

Unit transfer forms are available at Community Links located at 112 1st Ave. N.W., Airdrie.

Tenant Insurance...what's your risk?

Airdrie Housing Limited does NOT provide insurance for your belongings and requests that all tenants maintain tenant insurance.

In the event of a fire, theft or water damage, tenant insurance can help you:

- Replace furniture, clothes, kitchenware and other belongings that you may not be able to afford to replace.
- Cover you for accidental damages that you, your family or your guests may cause.

Shop around when buying your insurance coverage as prices may vary.



Breaking your lease...is it worth it?

Did you know that if you decide to move during the term of a lease agreement you are responsible for the rent on your unit until such time as it is rented out again? You will also be subject to a lease break fee as outlined in your lease agreement.

There are times when a lease break is unavoidable such as job transfers or other circumstances that require a move, however breaking your lease can cost you money and you should carefully weigh your decision to move before handing in your notice.

If you are considering breaking your lease, contact Tracey at Astoria Asset Management (403-948-0337) to discuss your situation and be fully informed of your financial obligations.

Did you know that if you decide to break your lease, you are responsible for the rent on your unit until such time as it is rented out again?



Maintenance request forms...

Effective immediately, Astoria Asset Management will be adopting a new procedure for maintenance requests.

If there is something in your unit that you would like fixed or need to have someone look at, you will now be required to put your request in writing.

Maintenance request forms will be located in the building next to the laundry rooms or online at: www.astoriamanagement.ca.

Once you have completed the form, you will be required to drop it off at Astoria's offices by mail, fax, in person or email.

All requests will be scheduled on a priority basis.

Requests include items such as:

- Leaking taps
- Broken fixtures
- Appliance repairs
- Common hallway lighting and door repairs
- Landscape requests
- Vehicle parking issues, etc.

Emergencies will be dealt with accordingly by calling 403-948-0337. Emergencies are categorized as:

- Fire
- Flood
- No heat

Issues relating to criminal activity or loud noise, should be directed to the local authorities.

For further information contact:

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505 Centre Ave., Airdrie, AB
T4B 1P9
tracey@astoriamanagement.ca
Phone: 403-948-0337



211 125 Main St.
Airdrie, AB T4P 0P7
Manager's Phone: 403-948-1200
Intake Phone: 403-945-3900



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Coming Soon! Watch for our new website at

www.airdriehousing.ca