



Tenant Information

Complaint/Violation Process

It is the hope of Airdrie Housing Limited that tenants will enjoy a peaceful tenancy for the duration of their lease agreement, but it is recognized that from time to time problems may arise.

Adhering to the rules and regulations as set out in your lease agreement is the best way to ensure that you will not be the subject of a complaint. However, if you find yourself in conflict with a neighbor or the focus of a complaint, you should be aware of the process involved in resolving these types of situations.

Tenant Complaint Process:

If you have observed behavior by a tenant or a guest of a tenant that violates the rules and regulations of your lease agreement and interferes with your right to peaceful enjoyment of your unit, you should follow the process below:

- Document the behavior with dates, times and a description of the incident using the '**Tenant Complaint Form**' located next to the laundry room at Mountainview Apartments or online at: www.astoriamanagement.ca
- Submit the form to the property managers (Astoria Asset Management) by the following methods:
 - Drop off: 505 Centre Ave., Airdrie
 - Fax: 403-948-0317
 - Email: tracey@astoriamanagement.ca
- Be sure to include your name and contact information. Wherever possible privacy will be protected. Anonymous complaints will not be responded to.

Typical tenant complaints may include: consistent noise violations, smoking in the building, irresponsible pet owners, parking, illegal behavior etc.

Note: If you are in a condominium property, your complaint will be assessed and if warranted, will be forwarded to the appropriate Condo Board.

Tenant Violation Process:

If a valid formal complaint has been issued against you, the property managers will communicate the violation in writing following the procedures below:

1. A **1st letter** states the violation and what may happen if the problem is not rectified. It also requests the tenant inform Astoria that the issue has been dealt with. A 10 day deadline is given for all violations.

Notices that are for property damage, repairs, vehicle parking issues, tenant neglect, etc. will indicate that a failure to comply with the request within 10 days will result in a contractor being hired to complete the work and all costs associated will be charged back to the tenant.

Notices of conduct/behavior violations (noise complaints, pet policy violations, verbal/physical abuse, illegal activities, etc) will indicate a 1st and only warning has been given, and the next complaint will be dealt with as a **breach of lease**. Eviction proceedings will immediately follow.

2. **2nd letter** states the violation and is considered a **substantial breach by the tenant(s) of the Residential Tenancies Act and Rental Lease**. The eviction process is immediately enforced.

A substantial breach occurs when a tenant does not carry out any of their obligations under the Residential Tenancies Act or when a tenant commits a series of breaches of the residential tenancy agreement and the cumulative effect is damaging.

If you require any further information, please contact Tracey at:

Phone: 403-948-0337

Email: tracey@astoriamanagement.ca