

9TH ANNUAL TENANT STAMPEDE BBQ

Thanks to all residents who came down to celebrate Horizon Housing's 9th Annual Tenant Stampede BBQ. Despite the rain, we had a boot stompin' good time. The day was filled with food, entertainment, and good ol' fashioned fun and it would not have been possible without help from our generous sponsors, donors, volunteers, community supporters, and YOU — our residents!

We would like to extend a special thanks to Presenting Sponsors SECURE Energy Services Ltd. as well as Moxie's for providing the delicious food. We look forward to doing seeing y'all next year!



TENANT SATISFACTION SURVEY

As a resident of Horizon Housing, September marks an important opportunity for you to make your voice heard and tell us what matters to you. A third party research firm conducts our Tenant Satisfaction Survey, ensuring your responses remain anonymous. Horizon Housing's team uses the feedback to determine what areas of your living experience we should focus on for the coming year. Watch for the next Tenant Satisfaction Survey, delivered to your door in the early fall.



TELL US **WHAT YOU** THINK...



HOME-SAFE-HOME

Horizon Housing is committed to providing quality homes and adopting high standards of safety and security. You, as a resident, also play an important role in making a safe home possible.

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THINGS WE DO FOR A HOME-SAFE-HOME

1. Property Safety Scoring

Resident Building Managers conduct property safety scoring by inspecting interior and exterior areas of the building on a daily basis to ensure potential safety or security issues are dealt with promptly.

2. Semi-Annual Unit Inspections

Twice a year, your Building Manager will request access to your unit to conduct an inspection to identify any safety or security hazards and allow for proper planning for future repairs or unit upgrades.

3. Fire Safety Initiatives

Horizon Housing holds an annual Fire Prevention Week where we conduct fire drills and provide general communication about fire safety. In addition, our buildings receive regular, random inspections from the Calgary Fire Department and scheduled annual inspections from a third party professional.

4. System Upgrades

We are committed to ensuring the safety and security technology in our building is updated as needed, including security cameras, keyless entry systems, and sprinkler systems.

5. General Safety Upgrades

On an ongoing basis, our Operations Team looks at how we can make our buildings more safe and secure. We are always interested in learning how we can make our buildings safer and more secure. If you have a specific suggestion for a safety upgrade, please let us know!

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THINGS YOU CAN DO FOR A HOME-SAFE-HOME

1. Speak with Your Building Manager

Communication is key when identifying and addressing potential safety issues. The most important thing you can do when it comes to helping us provide a safe, quality living experience, is to let us know about your concerns.

2. Put it in Writing

If your schedule makes it tough to get in touch with your Building Manager, the next best thing is to put your concern in writing. Complete a Maintenance Request Form and submit it to your Building Manager's office or email tenantrelations@horizonhousing.ab.ca. Make sure to include your name, building, and unit number so we can respond quickly.

3. Know Who to Call in an Emergency

For all situations involving threats to your personal safety, noise complaints, disruptive behaviour of tenants or guests, suspicious activities or strangers in the building, call 911 immediately. Call the After-Hours Tenant Emergency Line to report building emergencies (ie. flood, no heat, etc.) after regular office hours at 1-877-891-9060.

4. Put Your Name on the Needs Assistance List

If you need help leaving your unit in the event of an emergency, speak with your Building Manager to have your name added to the "Needs Assistance List." This list is provided to First Responders to help them safely and quickly evacuate the building.

5. Complete our Tenant Satisfaction Survey

We use the results of the Tenant Satisfaction Survey to help assess any major security or safety concerns and examine trends over time around health and safety issues.

Let's help each other maintain a safe, secure, enjoyable place to live. We look forward to your ongoing input and feedback when it comes to telling us how we can do better.

FAREWELL TO KIM O'BRIEN



After nine years as Horizon Housing Society's CEO, Kim O'Brien will be leaving to pursue another career opportunity. To ensure a smooth transition as Horizon's Board selects its next CEO, Kim's last day will be September 1.

"During my time here, I have had the privilege of learning about the many journeys and

experiences of the people who make their homes with us. It is these relationships and interactions that I will bring with me to remind me that joy and learning can be found in nearly every experience and that a home is truly a place where dreams can become reality. Spending time with our residents has been a gift and will forever impact my life," says Kim, of her time at Horizon Housing.

We wish Kim the best in her future endeavors and thank her for nearly a decade of service.

YOUR QUESTIONS OUR ANSWERS

QUESTION: If a visitor is at the front door, can I let them into the building?

For the continued safety and security of all residents, never allow strangers into the building. When you do have guests, always identify them before allowing them in and do not allow unknown people to follow you through the door. We ask you to please ask your guests to do the same.

QUESTION: If a courier is at the building to drop off a package for another resident, can I let them in?

If a courier is at the building to drop off a package, please ask them contact the resident receiving the package directly.

Even if the resident is not home, couriers can return the next day, have the recipient make arrangements for a neighbour to accept the delivery, or include a notice for later pick-up at a depot location. This will ensure the resident receives their package and prevents strangers from entering the building.

Thank you for your cooperation.



24/7 CRISIS SERVICES

Crisis can be a normal, yet stressful situation that many will experience at some point in their lives. If you are experiencing a crisis, there are free resources to help you through it.

Wood's Homes, a partner of Horizon Housing, has a team of professionals trained specifically to address crisis situations.

Examples of a crisis include:

- Conflict with the law
- Depression or thoughts of self-harm
- Drug or alcohol concerns
- Domestic violence

To contact, call
403-299-9699 or
1-800-563-6106



ELEVATOR ETIQUETTE

Jumping or roughhousing in building elevators is extremely dangerous and can cause significant damage with a costly repair bill. Tenants (or their guests) found responsible for causing damage to elevators will be responsible for covering the cost of repairs. Let's work together to keep your home safe, secure and in good working condition!

GET TO KNOW YOUR NEIGHBOUR



Mike, a long-term tenant at Horizon on 8th is the star of this edition's "Get to Know your Neighbour".

Mike was born in Halifax, Nova Scotia but hitch-hiked his way across the country arriving in Calgary in 1980. Since moving to Calgary, he has done many different jobs including: maintenance at Market Mall, housekeeping at the Foothills Hospital, and volunteer traffic

officer with the Calgary Police Service.

As many of you know, Mike has a special talent: he is an award-winning whistler! Every holiday season, he puts his whistling to good use through his "Whistler's Christmas for Children" campaign. In the weeks leading up to Christmas, you will find him whistling downtown, raising money to buy toys for the Calgary Women's Emergency Shelter.

In his downtime, Mike enjoys watching crime and police TV shows. A few of his favourites are Forensic Files and Live PD.

KEY CONTACTS

Alice Bissett Place

Mike Parkin &
Evgeni Pavlov
(403) 717-0895

Bob Ward Residence

William Parkin
(403) 410-4126

Heritage Gardens

Ali Sadaka &
Solomon Meshesha
(403) 453-2234

Horizon 14

Nadine Morrissette
(403) 270-8920

Horizon on 8th

Masud Ul Amin
(403) 410-9150

Horizon Park

Craig Maimba
(403) 297-1733

Horizon West

Jamili Afech &
Scott Metherell
(403) 297-1731

Albert House

William Parkin
(403) 410-4126

Good Cheer House

Hamilton House

Hunter House

Keith House

Marguerite House

Miner House

Craig Maimba
(403) 297-1733

Roberts House

Masud Ul Amin
(403) 410-9150

FREE SUMMER ACTIVITIES

Floating Lantern Peace Ceremony

When: August 5, 8:00 PM

Where: Olympic Plaza 228, 8th Avenue SE

Hundreds of colourful lanterns will be released to float across the Olympic Plaza pool as part of Calgary's 5th Annual Floating Lantern Peace Ceremony. The goal of the ceremony is to visualize the shared desire for peace as Calgarians release their lanterns. The ceremony will include a children's choir and live music performed by award-winning musicians.

Heritage Day Festival

When: August 7, 12:00 PM - 6:00 PM

Where: Olympic Plaza 228, 8th Avenue SE

For 40 years, Calgary's Heritage Festival has presented a multicultural celebration filled with performances, food and art. The event will be filled with multicultural folk music, dance performances, food vendors and craft booths. This festival is great for kids, with face painting, games, and fun!

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Horizon Housing Society



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