

Housing Handbook

Resources for renters, landlords &
first-time homebuyers in Saskatoon



June 2011



City of
Saskatoon

Many thanks are due to all the government agencies and community organizations that provided guidance and information for this publication.





Introduction

This handbook was produced mainly for people looking for affordable and entry-level housing in Saskatoon. It contains useful contact information and highlights programs designed to help low- to moderate-income people search for affordable places to rent or purchase. It also outlines the rights and responsibilities of renters and landlords and provides tools and information to guide them through the rental process. Throughout the book, we've included phone numbers, websites, and addresses of places where you can get more help.

The *Housing Handbook* is meant to be a general guide only and may not cover all of the possible legal requirements. For example, *The Residential Tenancies Act, 2006*, applies to most rental units in Saskatchewan. However, the act specifically excludes special care homes, university residences, and business premises with attached living space rented under a single lease. There are also some differences between the regulations for apartment buildings and those for houses. If you have questions about regulations that apply to your rental situation, you should contact the Office of Residential Tenancies (see page 32).

The City of Saskatoon works with housing providers, other levels of government, and stakeholders in the community to increase the supply of affordable and entry-level housing.

For more information on the City's housing programs, see the 2011 Housing Business Plan on the City of Saskatoon website:

www.saskatoon.ca

(Look under "H" for Housing Initiatives)



Contents

Definitions: Affordable and Entry-Level Housing	1
<i>What is Affordable Housing?</i>	2
<i>What is Entry-Level Housing?</i>	3
Affordable/Entry-Level Homeownership	5
<i>Average House Prices in Saskatoon.</i>	6
<i>How Much Can I Afford to Borrow?</i>	6
<i>Online Mortgage Calculators</i>	7
<i>Monthly Expenses</i>	7
<i>One-Time Expenses</i>	7
<i>Canada Mortgage & Housing Corporation.</i>	9
<i>Genworth Financial Canada.</i>	10
<i>Affordable Home Ownership Programs (NEW)</i>	11
<i>Entry Level Home Ownership (NEW)</i>	12
A Guide For Renters & Landlords	13
Starting the Rental Search	14
<i>Housing Registries in Saskatoon</i>	14
<i>Average Monthly Rent by Area</i>	15
<i>Average Vacancy Rates by Area.</i>	16
<i>What to Look For.</i>	17
<i>Illegal Suites</i>	19
<i>Application Forms</i>	20
Affordable and Supportive Rental Accommodation	21
Saskatchewan Rental Housing Supplement (SRHS).	27
Increasing the Supply of Rental Housing.	29
The Rental Agreement	30
<i>Rights & Responsibilities.</i>	31
Paying Your Money	33
<i>Damage (Security) Deposit.</i>	33
<i>Paying Rent</i>	33
<i>Condition of Premises Checklist.</i>	34

Ending the Rental Agreement	39
<i>Vacate Notices</i>	39
<i>Eviction</i>	40
<i>Showing the Unit</i>	41
Getting Your Damage Deposit Back	42
<i>Cash Security Deposit</i>	42
<i>Security Deposit Guarantees by the Ministry of Social Services</i>	42
<i>Sample Forms</i>	43
Health & Safety Standards	49
<i>Pest Control</i>	51

Getting Help **55**

City of Saskatoon Bylaws	56
<i>Fire and Protective Services Bylaw No. 7990</i>	56
<i>Property Maintenance and Nuisance Abatement (2003) Bylaw No. 8175</i>	56
<i>Rental Income Supplement Inspection</i>	57
Preventing Crime	58
Safer Communities & Neighbourhoods (SCAN)	58
Crime Free Multi-Housing “Promoting SafeApartment Living”	59
Assistance for Home Repairs	60
Saskatoon Housing Initiatives Partnership (SHIP)	61
Condominium Conversions	62
Saskatoon Community Plan for Housing & Homelessness	65

Directory of Community Services **67**

Directory	68
Utility Connections & Disconnections	83

<p>A map of Saskatoon can be found on pages 84–85.</p>
--



Definitions: Affordable and Entry-Level Housing



What is Affordable Housing?

Affordable Housing refers to housing that is available at below market prices, usually because of a subsidy from government, a charitable organization or private homebuilder.

In Saskatchewan, the Saskatchewan Housing Corporation (SHC) monitors housing affordability. Based on information it collects about the cost of housing, SHC sets household income levels within which households are eligible to apply for subsidized affordable housing. These annual household income limits are called the Maximum Income Limits (MILs).

As of June 2011, MILs for rental housing were \$44,500 for singles and couples without dependents and \$52,000 for families with dependents. For affordable ownership housing, the MILs were \$52,500 for singles and couples without dependents and \$60,000 for families with dependents. These figures are subject to change periodically due to increases in the cost of housing.

In Saskatoon, any housing project that provides units to individuals or families with incomes below the MILs is considered “affordable.” Affordable housing projects must have a process in place to verify incomes to ensure that affordable housing is available to those who truly need it.

What is *Entry-Level* Housing?

Entry-Level homes may be rental or ownership and are “a place to start” for those with incomes just above the Maximum Income Limits (MILs) for affordable housing. Entry-Level homes are modest in size with basic amenities and are available at price points near the lower end of the market. Typically, entry-level housing is attainable for young families, recent immigrants and individuals who are beginning their careers.

Most rental units are aimed at the entry-level market. Entry-level ownership units are typically found on the re-sale market or in entry-level townhouse developments in new neighbourhoods.







Affordable/Entry-Level Homeownership



Average House Prices in Saskatoon

The cost of real estate in Saskatoon has risen dramatically in recent years. The table below shows the average selling prices for different types of housing in the city at the end of 2010. This table also includes a calculation of the annual household income necessary to afford the average home. These prices are subject to change and are meant only as a reference.

Housing Type	Average Selling Price Jan.–Dec. 2010	Required Annual Income*
Single family dwelling	\$323,000	\$80,000
Townhouse	\$298,000	74,000
Semi-detached (duplex)	\$276,000	\$70,000
Apartment condominium	\$218,000	\$58,000

* assuming 5% down payment, 5% interest rate, 30 year amortization, \$350 per month for taxes, heating, and condominium fees.

How Much Can I Afford to Borrow?

Annual Household Income	Maximum Mortgage*	Monthly Mortgage Payment**
\$30,000	\$74,950	\$400
\$40,000	\$121,793	\$650
\$50,000	\$168,637	\$900
\$60,000	\$215,480	\$1,150

* assuming 5% interest rate, 30 year amortization

** monthly payment is 30% of gross income less \$350 per month for taxes, condominium fees, and heating

Online Mortgage Calculators

Most financial institutions provide mortgage calculators online that will allow you to calculate how much you can afford to borrow at current interest rates. Check your bank's website.

Monthly Expenses

Monthly Expenses	Cost
Mortgage Payments (principal and interest)	\$
Property Taxes	\$
Utilities	\$
Condominium Fees	\$
Property Insurance	\$
Repairs and Maintenance	\$
Total	\$

One-Time Expenses

Additional Expenses	Cost
Deposit	\$
Down Payment	\$
Mortgage Loan Insurance	\$
Appraisal	\$
Home Inspection	\$
Legal Fees and Land Registration	\$
Survey Certificate	\$
Property Taxes	\$
Property Insurance	\$
Other Expenses	\$
Total	\$



In addition to the purchase price, homebuyers incur a number of other costs associated with buying a home. Here are some of the common expenses that should be taken into account when determining what you can afford:

- **Deposit:** This is part of your down payment and must be paid when you make an offer to purchase.
- **Down Payment:** A 5% down payment is typically required in order to purchase a home.
- **Mortgage Loan Insurance:** If you have a high-ratio mortgage (with less than a 20% down payment), your lender may need mortgage loan insurance. This is offered by Canada Mortgage and Housing Corporation (CMHC) or Genworth Financial Canada and handled through the lending institution.
- **Appraisal:** Your mortgage lender may require that the property be appraised at your expense. An appraisal is an estimate of the value of the home and is arranged by the bank.
- **Home Inspection:** It is recommended that you make a home inspection a condition of your offer to purchase. A home inspection is a report on the condition of the home.
- **Legal Fees and Land Registration:** Check with your lawyer to see what the current rates are. Land registration costs are based on the property's purchase price.
- **Survey Certificate:** The mortgage lender may ask for an up-to-date survey certificate prior to finalizing the mortgage loan. If the seller does not have one or does not agree to get one, you will have to pay for it yourself.
- **Property Taxes:** Payment can usually be made on a monthly basis, however, a pro-rated amount must sometimes be paid when a home is purchased.
- **Property Insurance:** Property insurance must be in place when a home is purchased.
- **Other Expenses:** Other expenses that may be incurred when purchasing a home include moving costs, utility service hook-ups, cleaning, cancelling a lease, and a variety of other costs.

Canada Mortgage & Housing Corporation



Canada Mortgage and Housing Corporation (CMHC) is Canada's national housing agency. CMHC has been at the heart of housing for more than 65 years, assisting Canadians in need and helping to make housing markets efficient and sustainable.

Buying a home is one of the biggest financial and lifestyle decisions you will make. CMHC offers a number of online tools and publications that can help you on your path to home ownership. CMHC's easy to use online calculators help you assess your financial situation, determine how much house you can afford and establish the maximum price that you should be considering.

CMHC's ***Homebuying Step by Step*** leads you through the home buying process in five simple steps. This hands-on workbook provides examples and worksheets to show you how to assess your current financial situation, determine the costs involved, establish what you are looking for in a home and find out which professionals can help you along the way. You'll also find practical tips on home maintenance, repairs, and renovations.

Condominium living is popular for many Canadians because it can be a relatively carefree and affordable housing option. CMHC's ***Condominium Buyers Guide*** identifies important questions to ask and help you to make the best choice as you become an informed condominium buyer. It provides a glossary of terms as well as information and checklists on condominium types, rules and regulations and information sources.

To help new Canadians make informed housing-related decisions and find safe, affordable homes for their families, CMHC offers a multi-language one-stop online source for housing-related information. A wealth of information is available for newcomers in both official languages – English and French – as well as in Mandarin/Simplified Chinese, Arabic, Punjabi, Spanish, Tagalog and Urdu. Products featured on the site include *Buying Your First Home in Canada*, *Renting Your First Home in Canada*, the *Homebuyers Checklist* as well as videos on buying, renting and renovating a home and related fact sheets. All publications at www.cmhc.ca/newcomers can be downloaded for FREE.

For more information and access to many other publications, please visit CMHC's website at www.cmhc.ca, or call directly at 1-800-668-2642.



We want to help get you started.

At Genworth Financial Canada, we know the importance of owning a home. Understanding your financial situation and finding the right mortgage option for you is the key to getting you into homeownership. To explore your home buying options, visit www.homeownership.ca

Genworth Financial 
Canada

Affordable Home Ownership Programs

Mortgage Flexibilities Support Program

The City of Saskatoon, with support from Canada Mortgage and Housing Corporation (CMHC), Genworth Financial Canada (Genworth), the Saskatchewan Housing Corporation (SHC) and private home builders, created the **Mortgage Flexibilities Support Program** to increase affordable homeownership opportunities in Saskatoon.

Household income must be below the Maximum Income Limits (MILs), as established by the municipality, to be eligible for these programs. Currently the MILs in Saskatoon are \$60,000 for households with dependents and \$52,500 for households without dependents.

With a 5% down payment grant from the City* and mortgage loan insurance flexibilities from CMHC or Genworth, qualified homebuyers have the means to finance the purchase of a new home.

Only affordable housing projects designated by the City are eligible for this program. The City of Saskatoon designates an average of 80 homes per year under the Mortgage Flexibilities Support Program in a variety of city neighbourhoods.

For more information on the **Mortgage Flexibilities Support Program** and information on current projects visit www.saskatoon.ca (look under 'H' for Housing Initiatives, then click on 'Mortgage Flexibilities Support Program') or call (306) 975-3340.

*The Saskatchewan Housing Corporation shares the cost of the down payment grant through the Affordable Home Ownership Program.



Recent Saskatoon Affordable Housing Project at 55 Borden Crescent



Habitat for Humanity Saskatoon

Habitat for Humanity works in partnership with low income working families, volunteers and sponsors to build decent, affordable housing for local families in need. Partner families provide 500 hours of volunteer labour as a down payment and pay for their home through an interest free mortgage. For more information on Habitat for Humanity Saskatoon call 343-7772 or visit their website: www.habitatsaskatoon.ca

Entry Level Home Ownership

Entry-level housing is attainable by households earning just above the limits for affordable housing (see above). The City does not provide grants for entry-level housing, however, the following programs are in place to assist entry-level buyers.

Equity Building Program

The Equity Building Program is a partnership between the City of Saskatoon and Affinity Credit Union. This program assists households with incomes between \$52,000 and \$70,000 with the purchase of an entry-level home. Eligible households receive a down payment loan from the Credit Union for five percent of their purchase price that must be repaid over a five year period.

Homebuyers must be currently renting in the city of Saskatoon and can purchase any home in the city that is priced between \$180,000 and \$280,000. Further information is available at www.saskatoon.ca (look under 'H' for Housing Initiatives) or by calling Affinity Credit Union at (306) 934-4000.

Land Pre-designation Program

The City of Saskatoon pre-designates multi-unit (townhouse) sites for entry-level housing in new City-developed neighbourhoods. The private homebuilders that are awarded these sites must build entry-level housing that is architecturally appealing, energy efficient and priced for the entry-level market. To date, the City has pre-designated sites in Willowgrove, Hampton Village and Stonebridge under this program.



A Guide For Renters & Landlords



Starting the Rental Search

Allow yourself time to find a suitable place. There are many things to consider – types of places, prices, locations, and agencies. To find places to rent, check the following:

- Newspapers
- Websites
- “For Rent” signs
- Housing registries
- Rental agencies property (Yellow Pages)
- Property management (Yellow Pages)
- Apartment (Yellow Pages)
- Friends for advice

Housing Registries in Saskatoon

- | | |
|---|-----------------|
| • University of Saskatchewan Students Union | 966-6960 |
| Room 110, Place Riel, 1 Campus Drive
www.ussu.ca/housing | |
| • SIAST, Student Association | 659-4050 |
| Room 119, Main Floor, SIAST Kelsey Campus,
1130 Idylwyld Drive North
www.siastr.sk.ca/stuservices/facilities_accomodations.shtml | |
| • Saskatchewan Indian Institute of Technologies,
Student Services | 373-4777 |
| 2nd Floor, 229 4th Avenue South | |

Average Monthly Rent by Area

Area	Bachelor	1 Bedroom	2 Bedroom	3+ Bedroom
Central	\$629	\$815	\$1,025	**
Nutana	\$580	\$740	\$921	\$1,117
Lakeview	\$611	\$789	\$948	\$1,035
Northeast	\$558	\$764	\$1,026	\$1,186
North	\$695	\$787	\$955	**
Southwest	\$504	\$648	\$754	\$804
West	\$703	\$807	\$938	\$992
Outlying Areas	**	**	\$714	\$1,121
Saskatoon CMA*	\$599	\$765	\$934	\$959

*Saskatoon Census Metropolitan Area

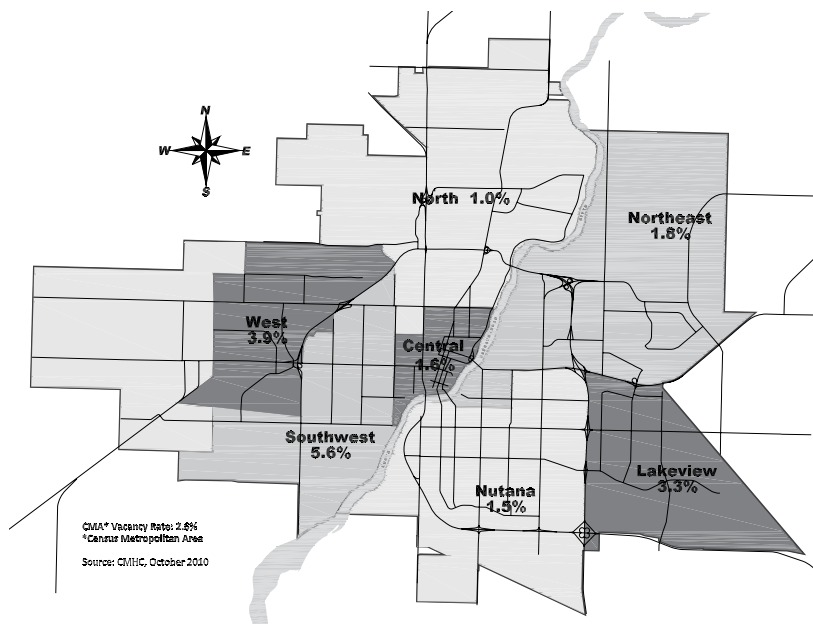
**Data not available

Up to date rental rates can be found at www.cmhc.ca.
Search "Rental Market Reports."

(Source: CMHC, Oct. 2010)



Average Vacancy Rates by Area



Up-to-date vacancy rate information can be found at www.cmhc.ca. Search under “Rental Market Reports.”

* Census Metropolitan Area (CMA)

(source: CMHC, Oct. 2010)

What to Look For

It is important to consider the affordability and condition of a place. A good home should be safe, comfortable, and affordable. Check out the inside and the outside of the property. If you see problems, ask the landlord to look after them before you move in. Be sure to know your own rights and the responsibilities of your landlord before you rent.

Be sure to consider the size, price, condition, location, parking, bus routes, laundry services, schools, groceries, and other services. This will help you decide whether the place will suit your needs.

Some things to check:

Do the following work properly?

- Smoke detector.
- Lights and switches.
- Appliances.
- Toilets and sinks: Do they leak or drip?
- Doors and windows: Do they close and lock properly? Are there windows in the bedrooms? Are windows of adequate size?
- Stairs and handrails: Are they in good shape?

Also check:

- Walls and ceilings: Are there cracks?
- Is the home clean?
- Outside: Is the yard clean and safe? Is there a garbage container with a cover?



Make sure you understand what costs are involved

- Who pays the utilities?
- How much are utilities (especially for winter heating)?
- Is there extra cost for parking, laundry, or storage?
- What appliances are included?
- Who is responsible for fixing the appliances?
- How much is the damage/security deposit?

Be sure you understand all rules and regulations

- Are pets allowed?
- Is smoking permitted?
- How many people are allowed to live in the home?
- Are there rules about guests?
- What are the fees for NSF (“bounced”) or late rent cheques?
- Are there noise regulations?
- Property maintenance – who mows the lawn, clears the snow . . . ?
- What changes are you allowed to make without permission (hang pictures, install blinds, install bathroom safety features, paint . . .)?
Will you be reimbursed for improvements?

If possible, it may be useful to talk to the previous tenants. Ask about the property and maintenance, amount of bills, reason for leaving, and how co-operative the landlord was. The answers may help you to decide whether you really want to rent the dwelling.

If you decide to rent with another person, remember that you are responsible for all the rent if the other person does not pay his or her share. You are also responsible for any damage caused by the other person and by guests.

Illegal Suites

Some rental units, such as certain basement suites, do not meet building codes or the City of Saskatoon's regulations on secondary suites and are considered "illegal." Such suites are constructed without a building permit and do not conform to the City's Zoning Bylaw. They also may not conform to building codes or fire and safety regulations. Since the City's Building Standards Branch and the Planning and Development Branch have not inspected or approved these suites, tenants of illegal suites may face increased risk to their health and safety from fire and other hazards. In addition, if the City of Saskatoon learns of an illegal suite because of a complaint, the owner may be required to either make it legal or remove it, forcing the tenant to leave or put up with construction.

If you find yourself living in an illegal suite, you still have all the rights afforded to tenants. Illegal suites are covered by *The Residential Tenancies Act, 2006*, and you are protected by this provincial law just as you are in any other type of rental accommodation. However, it is in your best interest to make sure the rental suite you are considering is "legal" before signing a rental agreement.

To find out about the legal use of a property and to determine whether a secondary suite is permitted, contact

City of Saskatoon
Planning & Development Branch

975-2645

3rd Floor, City Hall, 222 3rd Avenue North



Application Forms

The landlord may ask you to fill out an application form to show who will be living at the property or to verify employment or references. Fill out the application form as well as you can.

Application forms help landlords choose tenants when more than one person is interested in the property. However, the landlord cannot discriminate because of your religion or creed, marital status, family status, sex, sexual orientation, disability, age, colour, ancestry, nationality, place of origin, race or perceived race, or the fact you get public assistance.

If you believe you have been discriminated against for any of these reasons, contact

Saskatchewan Human Rights Commission

816 Sturdy Stone Building
122 3rd Avenue North

phone 933-5952

fax 933-7863

telewriter 373-2119

email shrc@shrc.gov.sk.ca

www.shrc.gov.sk.ca

The landlord cannot charge an application fee or viewing fee.

Affordable and Supportive Rental Accommodation

Emergency Housing

Emergency Housing (shelters) is available on a short term basis for those with an immediate need for shelter.

Crisis Shelter & Residence, YWCA of Saskatoon (306) 244-2844

Clients served: women and female youth at risk

Salvation Army Men's Shelter (306) 244-6280

www.salvationarmysaskatoon.org

Clients served: homeless men, transient and halfway house

Interval House (306) 244-0185

www.saskatoonintervalhouse.org

Clients served: women and children fleeing violence

Lighthouse Supportive Living (306) 653-0538

Clients served: women

Saskatoon Crisis Nursery (306) 242-2433

www.crisisnursery.ca

Clients served: children's emergency shelter

Salvation Army Mumford House (306) 986-2157

Clients served: Women and Women with Children



Supportive and Transitional Housing

Quint Male Youth Lodge (306) 978-4041

www.quintsaskatoon.ca

Clients served: youth

Quint Pleasant Hill Place (306) 978-4041

www.quintsaskatoon.ca

Clients served: young mothers (with dependents) going to school

Saskatoon Housing Coalition (306) 655-4979

Clients served: people with long-term mental health challenges

Hopkins House (306) 244-7747

Clients served: youth

Larson House and Brief Detoxification Centre (306) 655-4195

Clients served: people with addictions issues

Calder Centre (306) 655-4500

Clients served: people with addictions issues

Red Willow Centre (306) 933-7345

Clients served: youth

Cheshire Homes (306) 374-6191

www.cheshirehomessaskatoon.com

Clients served: young adults with physical disabilities

My Home (306) 931-6644

Clients served: females 12-17 and males 12-15

Elmwood Residences Incorporated (306) 374-5151

Clients served: persons with intellectual disabilities

**CUMFI Infinity House, Niwa Home,
Karawayimik Home** (306) 955-2332 or
(306) 370-9771

Clients served: Aboriginal women and children

CUMFI McLeod House (306) 665-0425

www.cumfi.org

Clients served: men with addictions issues

Lighthouse Supported Living (306) 653-0538

Clients served: supported living (men and women)

Affordable Rental Housing

To qualify for affordable rental housing, your annual income must be below provincially set maximum income limits. As of June 2011, these limits are \$44,500 for households without dependents and \$52,000 for households with dependants. These limits are reviewed and adjusted from time to time.

Some of the agencies listed below have rent-geared-to-income units with rent based on household income for households with very low income.

Saskatoon Housing Authority (306) 668-2700

www.saskatoonhousingauthority.com

Clients served: seniors, families, physically disabled, and some singles

SaskNative Rentals (306) 653-0384

www.sasknativerentals.ca

Clients served: Aboriginal seniors, families, singles, and students



Cress Housing (306) 244-7747

www.sktc.sk.ca/?q=node/81

Clients served: Aboriginal seniors, families, singles, and students

Central Urban Métis Federation (1993) Inc. (306) 975-9999

cumfi.org

Clients served: families and single mothers

Quint Development Corporation (306) 978-4041

www.quintsaskatoon.ca

Clients served: families and singles

Co-operative D’Habitation Villa Bonheur (306) 242-4841

Clients served: families, seniors, single, university students

Terra Housing Co-operative (306) 978-0252

Clients served: families

Rainbow Housing Co-operative (306) 242-0604

www.rainbowhousing.ca

Clients served: families

Juniper (306) 382-2222

www.juniperhousing.com

Clients served: immigrants without children and seniors

Central Place (306) 665-6180

Clients served: Seniors and singles

Jubilee Residences (306) 373-5580
www.jubileeresidences.ca
Clients served: seniors

Private rental housing units

See your local newspaper or websites like www.places4rent.com or www.sublet.com or www.bwalk.com or www.saskatoon.kijiji.ca

Clients served: families, singles, seniors, students

Seniors Supportive Housing

Abbeyfield House (306) 934-0036
www.abbeyfieldsaskatoon.ca
Clients served: seniors

Circle Drive Place (306) 955-2211
www.circledriveplace.com
Clients served: seniors (independent living)

McClure Place (306) 955-7677
Clients served: seniors (affordable housing)

KC Charities, Columbian Manor (306) 373-8160
Clients served: seniors (assisted living and affordable housing)

LutherCare Communities (306) 664-0300
www.luthercare.com
Clients served: supported independent housing for seniors



Saskatoon Mennonite Care Services

(306) 242-9019

Bethany Manor

Clients served: seniors (supported independent living and independent housing for seniors)

Private Personal Care Homes

To obtain a list of private personal care homes call the Saskatoon Health Region at **306-655-4346**.

Special Care Homes

The Saskatoon Health Region administers a number of Special Care Homes to meet the needs of those with high health support needs. Access to all of the Special Care Homes is through the Client Patient Access Services (CPAS) which administers the admissions criteria. The monthly rate varies based on the client's income. Call **655-4346** for admissions information.

Special Care Homes in Saskatoon include: Central Haven Special Care Home, Circle Drive Special Care Home, Saskatoon Convalescent Special Care Home, Extendicare, Lutheran Sunset Special Care Home, Oliver Lodge, Parkridge Centre, Porteous Lodge, Stensrud Lodge, Sherbrook Community Centre, St. Ann's Special Care Home, St Joseph's Home, Sunnyside Adventist Care Centre and Veteran's Village.

Saskatchewan Rental Housing Supplement (SRHS)

The Saskatchewan Rental Housing Supplement (SRHS) is a monthly supplement provided by the Ministry of Social Services to help low-to-moderate-income families and individuals access quality and affordable housing. The SRHS includes two components:

The Family Rental Housing Supplement

The Family Rental Housing Supplement is open to families with children under the age of 18. Family size, location, rent, and household income determine the amount of the supplement. Eligible properties must meet specific health and safety requirements.

The Disability Rental Housing Supplement

The Disability Rental Housing Supplement is open to families, single individuals, and couples. The supplement is conditional upon one family member having a disability that results in a recognized housing impact. Supports that address the housing impact of the disability must be in place at the time of application.

For more information, call 1-888-488-6385 or visit the website at www.socialservices.gov.sk.ca/srhs.



Maximum Rates for Saskatoon (April 1, 2011)

Includes bedroom communities: Allan, Asquith, Bradwell, Clavet, Colonsay, Dalmeny, Delisle, Dundurn, Elstow, Langham, Martensville, Meacham, Osler, Shields, Thode, Vanscoy, and Warman.

Family Type	Maximum Family Supplement	Maximum Disability Supplement
Single	–	\$262
Childless Couple	–	\$300
Families:*		
1–2 Children	\$273	\$91
3–4 Children	\$295	\$98
5+ Children	\$326	\$109

*Families identifying a disability may also qualify for the maximum disability supplement.

Please call the Saskatchewan Income Supplements Call Centre at 1-888-488-6385 (toll free) for further information or to complete a pre-assessment.

The Saskatchewan Income Supplements Call Centre is open

- Monday to Friday from 7 am to 7 pm
- Saturday and Sunday from 8 am to 5 pm

Increasing the Supply of Rental Housing

The City of Saskatoon's Housing Business Plan includes a number of initiatives aimed at increasing the supply of affordable and market level rental units.

Specific initiatives include:

- Pre-designation of land for rental and affordable housing in new neighbourhoods.
- \$5,000 per unit Land Cost Rebate for new multi-family rental units. The Saskatchewan Housing Corporation shares the cost of this incentive through its Rental Construction Incentive Program.
- Grant of 10% of the capital cost of affordable multi-unit rental housing.
- Five year tax abatement for new affordable or market multi-unit rental housing.
- Permit fee rebates legalizing and creating new secondary suites.
- Providing disposable land for affordable housing.
- Priority review for affordable housing permit applications.
- Support to develop business plans for affordable housing providers.

Up to date information on the City's Housing Programs and the Housing Business Plan is available at:
www.saskatoon.ca Click on 'H' for 'Housing'



The Rental Agreement

If you decide that the living space suits your needs and your budget, and you have been approved in the application process, then you may enter into a rental agreement with the landlord.

A rental agreement outlines all conditions for the rental of the property. A rental agreement can be written or verbal. Any agreement or understanding that *The Residential Tenancies Act, 2006*, does not apply is void. It is recommended that you obtain a written rental agreement so that you have proof of what you and your landlord agreed to. If it is written, the landlord must give you a signed copy **within 20 days**. Even if the agreement is not written, it is a legal contract. Be sure you understand all parts of the rental agreement.

To create a fixed-term tenancy of three months or longer, the landlord and tenant must enter into a written tenancy agreement (lease). This agreement must specify the date the tenancy is to end or it will be viewed as a month-to-month tenancy.

If the rental agreement is on a month-to-month basis, you pay rent on a monthly basis, and you must give **one full calendar month's notice** before moving out. A one month's notice to terminate a tenancy should be served no later than the last day of the month in order to be effective on the last day of the following month.

If the rental agreement is a fixed-term lease, you must rent the property for a certain period, usually six months or more. If you move out before the lease is over, you must pay the rent for the rest of that period. With the landlord's permission you may sublet the property and have someone else live in it and rent the place for you until the end of the agreement. Before subletting, contact the Office of Residential Tenancies to understand your responsibilities. A fixed-term lease can also be terminated if both the landlord and tenant agree, but this agreement should be in writing.

Rights & Responsibilities

Renters' Rights

- Live in a home that is safe.
- Not to be disturbed or harassed by landlord.
- Have repairs fixed within a reasonable time.
- Have building insured by landlord.
- Have common areas like hallways, entrances, and laundry area clean and well lit.
- Have damage/security deposit returned **within seven business days** of moving out.
- Receive a signed copy of rental agreement.
- Receive a signed copy of the completed Condition of Premises Checklist when moving in and moving out.
- Receive receipts for rent and damage/security deposit.

Renters' Responsibilities

- Pay rent on time.
- Pay utility bills on time.
- Keep property clean.
- Have insurance for personal property (if required by the lease).
- Be considerate of neighbours (for example: keep general noise and traffic noise down, keep yard tidy and free of garbage, supervise children).
- Do not conduct illegal or harmful activities.
- Do not give out key or security system password.
- Have someone responsible look after your home when you are away.
- Repair any damage caused by you or your guests (renter is not responsible for ordinary wear and tear).



Landlords' Rights

- Receive rent on time.
- Receive appropriate Notice to Vacate.
- Have property clean and well kept.
- Receive prompt notice of repairs needed.
- Have damage caused by renters or guests repaired by the renter (landlord must expect ordinary wear and tear).

Landlords' Responsibilities

- Have place clean and in good condition at move-in.
- Maintain all appliances or services included in the rent (may include: heat, water, electricity, laundry, fridge, and stove).
- Make repairs promptly after notification.
- Maintain common areas such as hallways, entryways, and outside of building.
- Return damage deposit with interest within **seven business days** of the tenant moving out.
- Insure the building.
- Respect the privacy of the renter.
- Make sure the place is safe and fit to live in.
- Give tenant signed copy of rental agreement.
- Give tenant receipts for rent and damage/security deposit.
- Provide **at least 24 hours** written notice before entering a rental unit.

For more information, contact

Office of Residential Tenancies

105 Sturdy Stone Building

122 3rd Avenue North

www.justice.gov.sk.ca/ORT

933-5680

Paying Your Money

Damage (Security) Deposit

A damage (or security) deposit is usually required and held by the landlord to pay for damage, cleaning, and/or unpaid rent in the event such costs arise. The amount of the deposit can be as much as one month's rent. Half may be paid at the beginning of the agreement, and the other half is due two months later. It is always a good idea to get a receipt, especially if paying with cash.

If you are a client of Social Services, instead of a damage deposit, Social Services gives the landlord a guarantee letter. Any amount deducted from the deposit for damages will be viewed as an overpayment and will be deducted from your future social assistance payments. Any dispute over the return of the damage deposit follows the same process as any other security deposit. See "Getting Your Damage Deposit Back" on page 42.

Paying Rent

The amount and day the rent is due are stated in the rental agreement. The landlord can only ask for the amount of rent that is due. It is always a good idea to get a receipt for your payment.

The landlord must give the tenant **six full calendar months'** written notice before increasing the rent. If the landlord does not give this much notice, the tenant can refuse to pay the increase until six full calendar months have elapsed. Tenants can dispute the rent increase by applying to the Office of Residential Tenancies.



Condition of Premises Checklist

Many landlords use a checklist to record the condition of the property when the tenant moves in and again when the tenant moves out. It is a good idea for you to keep a copy of this checklist to ensure you get back the right amount of your deposit. If your landlord does not have a checklist, use the Condition of Premises Checklist in this booklet. There are two copies – one for you and one for the landlord.

If the landlord is not available, have a friend sign the checklist as your witness. Sign both copies. Keep one copy for yourself and send the other copy to your landlord. The checklist should be signed within the first week after you move into a new place. It will protect your rights and serve as evidence in any disagreement about your damage deposit.

The checklists on the following pages protect your rights and your money. Use them!



Condition of Premises Checklist

Landlord's name: _____

Landlord's address: _____

Renter's name: _____

Address of premises: _____

	Moving In			Moving Out		
	Okay Clean	Damaged or Dirty	Missing	Okay Clean	Damaged or Dirty	Missing
Kitchen						
Stove						
Refrigerator						
Cupboards						
Sink & Counter						
Flooring						
Walls & Windows						
Doors & Trim						
Light Fixtures						
Bathroom						
Bathtub						
Toilet						
Sink						
Cabinet & Mirror						
Flooring						
Ceiling						
Walls & Windows						
Door & Trim						
Light Fixtures						
Living Room						
Flooring						
Ceiling						
Walls & Windows						
Door & Trim						
Light Fixtures						
Stairs & Hall						
Treads						
Handrails						
Walls & Ceiling						



	Moving In			Moving Out		
	Okay Clean	Damaged or Dirty	Missing	Okay Clean	Damaged or Dirty	Missing
Dining Room						
Flooring						
Ceiling						
Cupboards						
Walls & Windows						
Doors & Trim						
Light Fixtures						
Bedroom(s)						
Flooring						
Ceiling						
Walls & Windows						
Door & Trim						
Light Fixtures						
Basement						
Furnace						
Water Heater						
Flooring						
Walls & Windows						
Door & Trim						
Outside						
Walls						
Windows						
Doors						
Other						
Washer						
Dryer						
Date keys released/returned						
Move in/out date						
Security deposit \$paid/returned						
Renter's signature						
Landlord's signature						
Forwarding address						



Condition of Premises Checklist

Landlord's name: _____

Landlord's address: _____

Renter's name: _____

Address of premises: _____

	Moving In			Moving Out		
	Okay Clean	Damaged or Dirty	Missing	Okay Clean	Damaged or Dirty	Missing
Kitchen						
Stove						
Refrigerator						
Cupboards						
Sink & Counter						
Flooring						
Walls & Windows						
Doors & Trim						
Light Fixtures						
Bathroom						
Bathtub						
Toilet						
Sink						
Cabinet & Mirror						
Flooring						
Ceiling						
Walls & Windows						
Door & Trim						
Light Fixtures						
Living Room						
Flooring						
Ceiling						
Walls & Windows						
Door & Trim						
Light Fixtures						
Stairs & Hall						
Treads						
Handrails						
Walls & Ceiling						



	Moving In			Moving Out		
	Okay Clean	Damaged or Dirty	Missing	Okay Clean	Damaged or Dirty	Missing
Dining Room						
Flooring						
Ceiling						
Cupboards						
Walls & Windows						
Doors & Trim						
Light Fixtures						
Bedroom(s)						
Flooring						
Ceiling						
Walls & Windows						
Door & Trim						
Light Fixtures						
Basement						
Furnace						
Water Heater						
Flooring						
Walls & Windows						
Door & Trim						
Outside						
Walls						
Windows						
Doors						
Other						
Washer						
Dryer						
Date keys released/returned						
Move in/out date						
Security deposit \$paid/returned						
Renter's signature						
Landlord's signature						
Forwarding address						

Ending the Rental Agreement

Vacate Notices

A proper vacate notice must be in writing. It includes the date, name, and address of both the landlord and the renter, as well as a clear statement of intention. Notices must be signed.

According to *The Residential Tenancies Act, 2006*, any notice to vacate or to end a tenancy must substantially comply with the forms prescribed by *The Residential Tenancies Act, 2006*. Samples of the required forms can be found on pages 44–48, but it is recommended that you contact the Office of Residential Tenancies for an explanation of the forms and advice on which form to use in your situation. Don't forget to keep a copy of any form you give to your landlord/tenant!

For copies of these forms, contact the Office of Residential Tenancies, or download them as PDFs from their website at www.justice.gov.sk.ca/Forms-and-Sample-Documents.

When you are the renter and you want to move out, you must follow these guidelines:

- You must give **one full calendar month's notice**. For example, if you want to move out June 30, you must give written notice no later than May 31.
- If you have signed a fixed-term lease, you are locked into the lease agreement unless you and the landlord can negotiate a different agreement.



Eviction

A landlord can evict a tenant (ask the tenant to move out immediately) if the tenant is more than **15 days** in arrears on rent or utilities.

The landlord can serve one calendar month's notice to terminate the tenancy for a number of reasons, including the following:

- The security deposit remains unpaid for more than **30 days**.
- The tenant is repeatedly late paying rent.
- An unreasonable number of occupants are living in the rental unit.
- The tenant and guests disturbed or jeopardized the health or safety of others living around them or the landlord.
- The tenant fails to repair the rental unit after being given notice and reasonable time to complete the repair (in such cases, the landlord must first warn the tenant about the problem and give the tenant an opportunity to remedy the problem if it is capable of being remedied).
- The residential property is sold and the purchaser intends to move in.
- The landlord decides to make major repairs.
- The landlord decides to tear down the residential property.

In extremely serious cases, a landlord can evict a tenant immediately without any warnings or notice if the conduct complained of is so serious it would be considered unreasonable to wait. The landlord must apply directly to the Office of Residential Tenancies for an Order and Writ for Possession of the rental unit in such circumstances. Tenants can also be evicted immediately if the property is viewed to be extremely unsafe by the Fire and Protective Services Department.

If the tenant refuses to move in accordance with an Order and Writ for Possession, the sheriff can be asked to remove the tenant. The landlord cannot throw the tenant or the tenant's possessions out on the street, change the locks to the unit, or hold the tenant's possessions until rent or damages are paid.

Tenants have rights under *The Residential Tenancies Act, 2006*, The Saskatchewan Human Rights Code, and health, fire, and safety regulations.

Tenants CANNOT be evicted for attempting to act upon legal rights or for reporting health or safety concerns.

If you have a concern, contact the appropriate department (see "Getting Help," on page 55).

Showing the Unit

If a tenant has served notice to end a tenancy, a landlord is permitted to enter the unit to show it to a prospective tenant, but only under certain conditions. A landlord may enter the unit if

- the tenant has given permission,
- the landlord has given notice to the tenant at least two hours before entering the unit, and
- the tenant and the landlord have agreed in writing, after notice to vacate has been served, to the circumstances under which a landlord may enter.

If a landlord does not have permission from the tenant and a written agreement has not been made, then the landlord must make a reasonable effort to contact the tenant at least two hours before entering the unit. The tenant should provide a phone number or email address on the notice to end a tenancy. If no contact information has been provided or if the landlord is unable to reach the tenant, the landlord may enter the unit without notice and afterwards post a notice on the door of the rental unit, notifying the tenant of the time and date of entry.



Getting Your Damage Deposit Back

Cash Security Deposit

Tenants should provide the landlord a forwarding address at the end of the tenancy. If they do, the landlord must send the tenants a “Notice to Tenant of Claim for Security Deposit” outlining the landlord’s claims within seven (7) business days of the date that the tenancy was terminated. Any amount not claimed by the landlord should be paid to the tenant at that time.

If the tenants disagree with the landlord’s claims, they should immediately apply to the Office of Residential Tenancies for a hearing. Both parties will be notified of the hearing place, date, and time. The landlord will be required to turn the disputed security deposit over to the Office of Residential Tenancies.

If tenants do not provide a forwarding address, the landlord is not obligated to take any further steps and may take the security deposit out of trust thirty (30) days after the date the tenancy was terminated. In both situations, tenants may dispute the landlord’s entitlement to the security deposit within 120 days from the date that the tenancy was terminated.

If a landlord does not follow the proper process, tenants can apply, without a hearing, for an order to have the security deposit returned to them.

Security Deposit Guarantees by the Ministry of Social Services

When a security deposit guarantee by the Ministry of Social Services has been issued in lieu of a cash deposit, the landlord must submit

a “Notice of Claim for Social Services Guarantee” to the Office of Residential Tenancies within seven (7) business days of the date the tenancy was terminated. If the tenants dispute the claim, a hearing will be arranged. If the tenants do not dispute the claim, the Ministry of Social Services will pay out the guarantee to the landlord. Tenants can dispute the claim within 120 days from the date the tenancy was terminated.

Sample Forms

On the following pages, you will find samples of the following forms:

- Form 6: Notice to Landlord to Terminate the Tenancy.
- Form 7: Immediate Notice to Vacate.
- Form 8: Notice to Vacate.
- Form 8(b): Notice to Vacate.



City of Saskatoon Housing Handbook

Form 6

The Residential Tenancies Act, 2006

**NOTICE TO LANDLORD
TO TERMINATE THE TENANCY**

To _____ of _____
(Landlord's name) (Landlord's address)

I hereby give you notice that I am terminating my tenancy and giving up possession of the premises described as:

(Rental address)

on the _____ day of _____ 20__ or on the last day of the period of the tenancy next following the giving of this notice.

My e-mail address and/or telephone number to contact me is:

(Optional, but if not provided, a landlord may show your rental unit to a prospective tenant by simply leaving a written note.)

Dated at _____ in the Province of Saskatchewan, this
_____ day of _____ 20__.

Tenant signature

Name (Please Print) Address

Forwarding address
(if not presently known, it should be provided to your landlord at the end of the tenancy to forward the security deposit.)

Form 7
The Residential Tenancies Act, 2006
(Section 57)

IMMEDIATE NOTICE TO VACATE

To _____
Tenant(s)

I hereby give you notice to immediately deliver up possession of the premises described as

_____, in the Province of Saskatchewan.

The amount of rent payable under the agreement is \$ _____ per month. The rent is due and payable on the _____ day of each and every month. The amount of rent in arrears at the date of sending this notice is the sum of \$ _____.

OR

Notice of utility arrears have been served on you more than 15 days previous and the utility arrears remain unpaid.

This notice is also to advise that you may be held responsible for any and all rent loss suffered as a result of your breach of the tenancy agreement.

Dated at _____ in the Province of Saskatchewan, this
_____ day of _____ 20 ____.

(Landlord and/or Agent)

Name (Please Print)

Address

March 2007



City of Saskatoon Housing Handbook

Form 8
The Residential Tenancies Act, 2006
(Section 58(1)(5))
NOTICE TO VACATE

To _____
Tenant(s)

I hereby give you notice to deliver up possession of the premises described as:

that you hold of me as tenant, on the _____ day of _____, 20____ OR on the last day of the period of your tenancy next following the giving of this notice.

The reason for giving this notice is as follows: _____

This notice is also to advise that you may be held responsible for any and all rent loss suffered as a result of your breach of the tenancy agreement.

Dated at _____ in the Province of Saskatchewan, this _____ day of _____, 20____

(Landlord and/or Agent)

(Name of Landlord/Agent – Please Print)

(Address of Landlord – Please Print)

If a Tenant disagrees with the Notice to vacate, they must provide written notice to the landlord disputing the notice within 15 days of receipt of the Notice to Vacate or they are deemed to have accepted that the tenancy ends.

DISPUTE NOTICE TO LANDLORD’S CLAIM TO END TENANCY

I/We, _____ tenant/s of the landlord,

_____ hereby dispute the termination notice served on us by the landlord.

The landlord must apply for a hearing to the Office of Residential Tenancies for a hearing to resolve the dispute.

Date: _____

Tenant’s Signature: _____

Form 8 (b)
The Residential Tenancies Act, 2006
(Section 60)

NOTICE TO VACATE

To _____

of _____

in the City/Town of _____, in the Province of Saskatchewan.

I hereby give you notice to deliver up possession of the above described premises that you hold of me as tenant, on the _____ day of _____, 20____ OR on the last day of the period of your tenancy next following the giving of this notice.

The reason for giving this notice is as follows: (check off applicable)

- A landlord who is an individual may end a periodic tenancy respecting a rental unit if the landlord or a close family member or friend of the landlord intends in good faith to occupy the rental unit.

- A landlord that is a family corporation may end a periodic tenancy respecting a rental unit if an individual owning voting shares in the corporation, or a close family member or friend of that individual, intends in good faith to occupy the rental unit.

- A landlord may end a periodic tenancy respecting a rental unit if:
 - a) the landlord enters into an agreement in good faith to sell the rental unit;
 - b) all the conditions on which the sale depends have been satisfied; and
 - c) the purchaser asks the landlord, in writing, to give notice to end the tenancy on one of the following grounds:
 - i. the purchaser is an individual and the purchaser, or a close family member or friend of the purchaser, intends in good faith to occupy the rental unit;
 - ii. the purchaser is a family corporation and an individual owning voting shares in the corporation, or a close family member or friend of that individual, intends in good faith to occupy the rental unit.



City of Saskatoon Housing Handbook

- A landlord may end a periodic tenancy respecting a rental unit if the landlord has all the necessary permits and approvals required by law, and intends in good faith, to do any of the following:
- demolish the rental unit;
 - renovate or repair the rental unit in a manner that requires the rental unit to be vacant;
 - convert the residential property to condominiums pursuant to *The Condominium Property Act, 1993*;
 - convert the residential property into a continuing housing co-operative as defined in *The Co-operatives Act, 1996*;
 - convert the rental unit for use by a caretaker, manager or superintendent of the residential property;
 - convert the rental unit to a non-residential use.

Dated at _____ in the Province of Saskatchewan, this _____ day of _____, 20_____

(Signature of Landlord and/or Agent)

(Name of Landlord/Agent – Please Print)

(Address of Landlord – Please Print)

8 (b) notice.

"If a Tenant disagrees with the Notice to Vacate, they must provide written notice to the landlord disputing the notice within 15 days of receipt of the Notice to Vacate or they are deemed to have accepted that the tenancy ends. A tenant may also agree to the termination and end the tenancy earlier on 10 days' written notice. A tenant can seek compensation if they move and the landlord does not proceed as stated"

DISPUTE NOTICE TO LANDLORD'S CLAIM TO END TENANCY

I/We, _____ tenant/s of the landlord,
_____ hereby dispute the termination notice served on us by the
landlord.

The landlord must apply for a hearing to the Office of Residential Tenancies for a hearing to resolve the dispute

Date: _____

Tenant's Signature: _____

Health & Safety Standards

It is the landlord's responsibility to ensure that the rental property is safe and free of health hazards:

- Heating, plumbing, and electrical systems must work and be safe to use.
- Walls must be intact.
- Windows, screens, and doors must work properly.
- Pests must be under control.
- Batteries in smoke detectors must be changed at least once a year. (Some types of rental units, such as secondary suites, are required to have hard-wired smoke detectors.)

When looking for a place to rent, always check for **home and fire safety**. If there are bedrooms on the second floor or in the basement, be sure that there is a fire escape from those rooms.

Locks on your doors cannot be changed unless both the renter and the landlord agree. You can ask the landlord to change the locks when you move in.

It can be difficult to identify **household pests** until you live in a place for awhile. Read the following pages for a description of common pests so you can recognize them. You may capture one of the pests in a sealed container and take it to Public Health Services for identification.

Record the condition of the premises in the **Condition of Premises Checklist** included in this handbook (see page 35–38), even if the landlord promises to fix the problem.



Report all problems to the landlord as soon as you notice them. To avoid any misunderstanding about who will pay for a repair, get the landlord's permission before you make any repairs. Always try to contact the landlord first if you have any health or safety concerns. If the landlord does not repair essential services (heat, hot and cold running water, and electricity) **within 48 hours** of receiving written notice, contact the Office of Residential Tenancies.

The landlord is responsible for supplying **fire safety equipment**. The City of Saskatoon Building Standards Branch, Planning and Development Branch, and Fire and Protective Services Department enforce all necessary codes. However, for your own safety, follow these guidelines:

- DO NOT use damaged electrical cords.
- DO NOT plug too many cords into one outlet.
- DO NOT run electrical wires under carpets.
- DO NOT remove smoke detector batteries or unplug a hard-wired smoke detector.

If the landlord refuses to fix a problem that affects the health and safety of your home, contact

City of Saskatoon **975-2828**
Health and Safety Hotline

Fire Marshal **975-2578**
Fire and Protective Services

Public Health Services **655-4605**
Safe Communities Department

www.saskatoonhealthregion.ca look under the letter 'P' for Public Health Services

CMHC has documents on their website to help with problems like mould, flooding, bedbugs, etc. www.cmhc.ca

Pest Control

The best way to control pests is to keep your house clean. Pests are looking for food, water, and shelter.

Points to remember

- Do not leave uncovered food on the table or counters.
- Store dry food in containers that seal tightly.
- Keep your garbage bin covered; empty the garbage bin when it's full.
- Clean up crumbs, spills, and grease.
- Vacuum and dust regularly.
- Repair cracks and holes in walls or windows to keep pests from getting in.

If pests were in the house before you moved in, it may be difficult to get rid of them. Insect sprays can be dangerous to your health. Also, these sprays only kill pests you can see. Instead of using sprays, ask your landlord to hire a professional exterminator.



Common Household Pests



Mice are small rodents with brownish grey bodies and almost hairless tails. They often move into houses when the weather gets cold. They can squeeze through small holes and hide in walls and other small spaces. They eat almost anything and spread germs in human food. They can chew into wiring in walls, causing a fire hazard.



Fleas are very small, fast-jumping insects. They are brownish with flat, hard bodies. They can be carried by animals such as dogs, cats or mice, and also by humans. They hide in places with dust and bits of food like carpets and couches. Fleas feed on blood and can pass diseases and parasites to people.



Beetles are one of the most common household pests. Flour beetles are found in flour and dry cereals. Carpet beetles are reddish or dark brown. They eat natural fibres like wool, fur, silk, feather, and carpets.



Bedbugs are reddish-brown insects with no wings. They have a musty (mouldy or stale) odour and cannot be easily crushed. They like to suck the blood of humans. They hide and lay eggs in bedding, cracks, or corners.



Cockroaches are pale brown to black with oval, flat bodies. They like crumbs and food, and they spread germs with their feet. They leave a musty smell and taste to food they have touched.



Ants are perhaps the most common household pests. Once they get into your home and find a food supply, they will try to invade. They especially like sweet foods like jams and soft drinks. Because they are so small, ants can easily get into food and garbage, spreading germs, if food is not tightly covered.



Silverfish are small, fast insects with flat bodies. They like protein and starches such as dried beef, flour, glue, or paper. They are found on floors and walls, and get into wallpaper, books, and some fabrics.





Getting Help



City of Saskatoon Bylaws

Fire and Protective Services Bylaw No. 7990

The Fire Department, under the Fire and Protective Services Bylaw No. 7990, performs annual inspections of certain buildings, structures, and properties for fire and life safety. To be eligible for these annual inspections the buildings must be categorized as Assembly, Institutional, and Residential (four dwelling units or greater) according to the National Building Code of Canada. The Department also conducts annual and bi-annual inspections on all commercial, mercantile, and industrial buildings, structures, and properties.

Property Maintenance and Nuisance Abatement (2003) Bylaw No. 8175

In addition, City Council passed the Property Maintenance and Nuisance Abatement Bylaw No. 8175, giving the Fire and Protective Services Department a mandate to undertake scheduled and complaint-driven inspections of all properties in all areas of the City. These inspections include the conditions of yards, properties, and exteriors of all buildings and structures, including single family dwellings.

The purpose of this bylaw is to provide for the proper maintenance of property and the abatement of nuisances, including property or things that

- a) affect the safety, health, and welfare of people in the neighbourhood, and
- b) affect the amenity of a neighbourhood.

Some of the other guidelines of the Property Maintenance and Nuisance Abatement Bylaw No. 8175 include the following:

- The owner of the property is responsible for meeting the bylaw provisions.

-
- No person shall cause or permit a building or structure to deteriorate into a ruinous or dilapidated state or become a danger to public safety.
 - No person shall cause or permit occupancy or use of any property that does not conform to minimum standards.
 - Property must not constitute a nuisance or shelter for rodents, vermin, or insects.
 - Walkways, driveways, and parking spaces must be maintained and provide safe passage.
 - A sufficient number of waste receptacles must be provided.

Saskatoon Fire and Protective Services regularly receives complaints about property and living conditions, fire and life safety concerns in dwelling units and rental properties, including multi-unit or apartment complexes. As required by the Property Maintenance and Nuisance Abatement Bylaw, a Fire Inspector will investigate the complaint and, if a problem is found, order it corrected.

Health and Safety Hotline	975-2828
This line is primarily used to report maintenance concerns, such as complaints of unsightly yards, junked vehicles, and homes or buildings in a state of disrepair, however, any type of safety concern can be reported to the Health and Safety Hotline, 24 hours a day, 7 days a week.	

Rental Income Supplement Inspection

The Fire Department is in partnership with the Provincial Ministry of Social Services. When Income Assistance clients who are renting a property want an increase in their rental income supplement, the property must first pass an inspection by the Fire Department. If the property meets the basic requirements the client is entitled to an income increase. If corrective action is necessary, the landlord is required by the Ministry of Social Services to comply and make the necessary improvements.



Preventing Crime Safer Communities & Neighbourhoods (SCAN)

On any block and in any neighbourhood, it only takes one house that is harbouring illegal activities to undermine the safety of all the residents of that community. Through the Safer Communities and Neighbourhoods Act, the Saskatchewan Department of Justice helps improve community safety by targeting, and, if necessary, shutting down residential or commercial buildings and land regularly used for illegal activities. Common illegal activities include:

- Producing, selling, or using illegal drugs.
- Prostitution.
- Solvent abuse.
- Unlawful sale and consumption of alcohol.
- Street gangs.

What Should I Look For in My Neighbourhood?

Following is a list of common signs of illegal activity:

- Frequent visitors at all times of day and night.
- Blackened windows or curtains always closed.
- Unfriendly people who appear to be secretive.
- Elaborate home security.
- Strange odours coming from the house or garage.
- Garbage that contains a lot of bottles and containers, especially chemical containers.
- Placing garbage in a neighbour's collection area.

Alone, any of these activities or signs may not necessarily mean that there are illegal activities occurring. However, if these activities are occurring frequently, or if there is a combination of them occurring,

it may indicate a problem. If you are suspicious of a property in your neighbourhood, do not investigate it yourself. Do not approach the occupants. Please call the Safer Communities and Neighbourhoods (SCAN) Investigation Unit Immediately.

SCAN Investigation Unit

933-6774

933-6244

If you suspect illegal activities in a property in your neighbourhood, contact the Safer Communities and Neighbourhoods (SCAN) Investigation Unit.

Crime Free Multi-Housing “Promoting Safe Apartment Living”

The Crime Free Multi-Housing (CFMH) Program of Saskatoon is designed to help residents, owners and managers of rental communities, with the cooperation of police and other agencies, keep illegal activity off their property and to provide a safer, more habitable environment for residents. CFMH is pro-manager, pro-resident, proactive and anti-crime. Phone 975-8385 for more information.

There are three phases to this voluntary program:

- Phase 1 is a one-day landlord management seminar.
- Phase 2 is a rental property audit, which requires the property to pass nine basic security requirements.
- Phase 3 is an annual safety social hosted by the landlord for the residents to discuss security, safety concerns and to develop the apartment community.

Rental properties that are certified by the CFMH program will make a commitment to deal with criminal and nuisance activities on and around their properties. They receive signage for their property, will be promoted on the Saskatoon Police website and receive information about activity at their property.



Assistance for Home Repairs

The Saskatchewan Housing Corporation (SHC) helps provide affordable housing for low-to-moderate-income families, seniors, and people with disabilities. SHC has a number of repair programs offering loans and grants to help eligible homeowners and landlords with eligible tenants. Eligible repairs include the following:

- Senior/disability modifications.
- Property repairs.

For information about SHC's repair programs, call Saskatoon Housing Authority at (306) 668-2700 or Saskatchewan Housing Corporation at 1-800-667-7567.

Visit www.socialservices.gov.sk.ca/housing.



Saskatoon Housing Initiatives Partnership (SHIP)

The Saskatoon Housing Initiatives Partnership (SHIP) was developed in 1999 as a collaborative initiative between dedicated groups and individuals with experience, knowledge and resources that can assist clients, builders, lenders, investors, homebuyers, and renters with their affordable housing needs and projects. Few organizations exist that bring a wealth of knowledge and experience, coupled with relationships with government, business and community like SHIP has.

SHIP's Development Services team and dedicated Board of Directors are available to provide guidance and direction for a variety of affordable housing projects. SHIP provides business planning services and assists community-based organizations, businesses and groups to securing funding for proposed affordable housing projects in Saskatoon. SHIP's goal is to foster the provision of safe, permanent, affordable, appropriate and secure housing for the residents of Saskatoon and the surrounding communities. Housing is the necessary foundation for building healthy, well-educated, creative and economically viable neighbourhoods and communities. SHIP also offers the Guidebook to Affordable Housing which is a useful tool for groups and organizations that can assist throughout each phase of development and help advance affordable housing projects.

For more information phone 955-5188 ext 230
or visit www.saskatoonhousingpartners.com



Condominium Conversions

With the strength of the real estate market in Saskatoon, the city has experienced a relatively high number of condominium conversions in recent years. This section will answer some of your questions about condominium conversions: What are they? How can you be affected? What can you do if your apartment owner proposes to convert it into a condo?

In Saskatoon, condominium conversions are regulated by City of Saskatoon Council Policy C09-004 (Condominium Approvals). Provincially, condominiums are governed by *The Condominium Property Act, 1993*. A condominium conversion must comply with both of these documents.

What is a condominium conversion?

Condominium conversion involves subdividing a property held under a single title (e.g. rental apartments) and creating separate titles for each unit so they can be sold individually.

How can you be affected by condominium conversions?

Renters

- The most obvious way renters can be affected is if the unit you are living in is proposed for condominium conversion. If all requirements are met by the developer, you will have the choice of purchasing your unit or finding other accommodation.
- You may also be indirectly affected by condominium conversions. Although evidence indicates about 30% of condominium units end up on the rental market, conversion of a large number of rental units may reduce the availability of rental units.

Entry-level/first-time homebuyer

- Condominium conversions usually occur in housing markets where the cost of single family homes has increased beyond the

reach of most first-time homebuyers. Condominiums present an opportunity for such homebuyers to become property-owners because condominiums usually cost less than houses.

What protection is there for someone renting a unit that is to be converted into a condominium?

According to the City's Condominium Approvals Policy a condominium conversion cannot proceed until the applicant (developer/landlord) meets the following requirements:

- Tenants must be notified in writing at least six months before the condominium conversion is approved.
- Tenants must be offered an option to purchase their unit with terms and pricing at least as favourable as those offered the general public.
- The landlord may not raise rent during the six month notice period.
- The landlord may not undertake any construction deemed disruptive to tenants.
- If the landlord raises the rent or begins construction that causes significant disruption during the six month period, this period may be considered invalid and the landlord may be required to restart the six month period. Disruptive construction means construction or renovation in common areas or occupied premises that unreasonably affects the reasonable level of quiet expected by tenants.
- If the rental vacancy rate in the city is below 1.5%, no application for condominium conversion will be accepted unless
 - the building has been vacant for 12 months,
 - the building is in a ruinous or dilapidated state under *The Property Maintenance & Nuisance Abatement Bylaw, 2003*,
or
 - the owner obtains the consent of 75% of the voting tenants in occupation of the premises at the time of application to the conversion and tenants are provided with the right to lease their unit for two years from the date of application with rents comparable to nearby rental units.



What can you do if the rental unit you are living in is proposed to be converted into a condo?

Consider becoming a homebuyer

Condominiums present a relatively affordable option for entry-level/first-time homebuyers. Developers often undertake renovations on units before selling them as condominiums, so newly converted condominiums may be an appealing option.

Begin searching for other rental accommodation

The six month notice period is intended to give tenants ample time to find another place. This handbook provides some helpful hints for places to start looking. See “Starting the Rental Search,” on page 14.

Report infractions

If your landlord or the developer of a proposed condominium conversion has not complied with the **City of Saskatoon’s policy on condominium conversions and/or Provincial condominium conversion regulations**, you should notify the City of Saskatoon, Planning and Development Branch.

City of Saskatoon
Planning and Development Branch

975-2645

If you have questions or concerns about condominium conversions, contact the Planning and Development Branch.

Saskatoon Community Plan for Housing and Homelessness

The 2011 – 2014 Saskatoon Community Plan for Housing and Homelessness Plan is a comprehensive housing report derived from consultations with housing providers and stakeholders in Saskatoon. The purpose of the report is to build upon research conducted in 2007 identifying baselines and priorities for addressing the problems of people who find themselves homeless in Saskatoon, those who are at risk of losing their homes and the needs and challenges for affordable housing.

The report illustrates the main issues facing Saskatoon in terms of housing and homelessness gathered through the consultation process.

The report also details the complexity of homelessness and investigates who is homeless in Saskatoon, routes to homelessness, costs of homelessness and the community needs as gathered through the public consultations. The priorities for addressing homelessness and affordable housing are presented in this report as well as the indicators from which we can measure, in the future, our success in achieving these priorities.

Based on the public consultations and literature review a number of priorities around homelessness have been set for the community of Saskatoon. They are as follows:

- Address the gap in meeting the housing needs of individuals and/or families with complex behaviours or requirements for those who are homeless.
- Increase the number of appropriate transitional housing units with on-going supports for homeless or at risk of homelessness individuals and families.



- Enhance coordination of information among agencies and support initiatives that improve communication around the homeless issue and the services available for the homeless or individuals and families at risk of homelessness.
- Implement elements of the Housing First Concept in Saskatoon.
- Conduct research that better meets the needs of policy decision makers and those who are homeless or at risk of becoming homeless.

Housing projects that address any of the above priorities may receive funding support from the Homelessness Partnering Strategy (HPS). For more information about HPS and the Community Plan, please call 975-5930.

The Community Plan for Homelessness and Housing is available on the City's website: www.saskatoon.ca Click on 'H' for Housing and look under resources and forms near the bottom of the page.



Directory of Community Services



Aboriginal

Central Urban Métis Federation, Inc. 975-9999

315 Avenue M South

www.cumfi.org

CUMFI offers programs and services to assist urban Aboriginal people in Saskatoon, including programs in economic development, justice, education, housing, sport, culture, and recreation programming.

Federation of Saskatchewan Indian Nations 655-1215

100 – 103A Packham Avenue

www.fsin.com

The FSIN represents 74 First Nations in Saskatchewan and works for the promotion and protection of Treaty rights.

Indian and Métis Friendship Centre 244-0174

168 Wall Street

email executivedirector_SIMFC@shaw.ca

<http://simfc.com>

Services include: drop-in centre, family worker, A.A. meetings.

Métis Nation of Saskatchewan 343-8285

406 Jessop Avenue

1-888-203-6959 (toll-free)

www.mn-s.ca

Support services include education and employment assistance, addictions counselling, justice services.

Saskatchewan Indian Cultural Centre 244-1146

305 – 2555 Grasswood Road East

www.sicc.sk.ca

Programs include languages, curriculum research and development, audio-visual services, library and information services, and an Elders' program.

Saskatoon Tribal Council (STC)

STC Urban First Nations Services, Inc. 956-6100

200 – 335 Packham Avenue

www.sktc.sk.ca

Services include education, economic development, planning, financial seminars, employment and training, and other services for First Nations peoples. Many of these and additional programs and services are offered through the STC Urban First Nations Services organization.

Complaints / Justice

Community Legal Assistance Services for Saskatoon

Inner City, Inc. (CLASSIC)

657-6100

123 – 20th Street West

email info@classiclaw.ca

www.classiclaw.ca

CLASSIC is a charitable organization that provides free, professional, and confidential legal services for low-income community members who cannot otherwise afford legal advice or representation.

Cultural Diversity and Race Relations

975-7826

City Hall, 222 3rd Avenue North

www.saskatoon.ca (*look under 'R' for race relations*)

This City of Saskatoon office provides information and referrals for support services and community resources regarding complaints of racial discrimination.

Equal Justice for All

653-6260

321 – 230 Avenue R South

email ejainc@sasktel.net

This organization provides self-help and advocacy.



Family Law Division (Court of Queen’s Bench) 933-5174
900 – 224 4th Avenue South

www.sasklawcourts.ca
(click on “Family Law” under “Court of Queen’s Bench”)

The Family Law Division of the Court of the Queen’s Bench handles family-law-related matters including divorce, custody, access, child support, separations.

Office of the Ombudsman 933-5500
315 25th Street East

email ombsktn@ombudsman.sk.ca

www.ombudsman.sk.ca

The Office of the Ombudsman investigates complaints against the provincial government.

Office of Residential Tenancies 933-5680
Sturdy Stone Building
105 – 122 3rd Avenue North

www.justice.gov.sk.ca/ORT

This office provides information and support services, and adjudicates claims arising from landlord and tenant disputes under *The Residential Tenancies Act, 2006*.

Public Health Inspector 655-4605
101 – 310 Idylwyld Drive North

The inspector handles questions and complaints regarding health and safety concerns.

Public Legal Education Association of Saskatchewan 653-1868
(PLEA) 500 – 333 25th Street East

email plea@plea.org

www.plea.org

PLEA provides free legal information through printed and online resources, a speaker bureau, referrals, and youth and school programs

Saskatchewan Human Rights Commission 933-5952
816 Sturdy Stone Building 373-2119 (telewriter)
122 3rd Avenue North
email shrc@shrc.gov.sk.ca
www.shrc.gov.sk.ca

The Saskatchewan Human Rights Commission investigates instances of discrimination.

Saskatchewan Legal Aid Commission 933-5300
502 – 201 21st Street East 1-800-667-3764 (toll-free)

www.legalaid.sk.ca

This commission promotes justice by providing legal services to eligible low-income individuals.

Crisis / Emergency

Emergency Housing (shelters) is available on a short term basis for those with an immediate need for shelter. See page 21.

Child Protection Services 933-5961
Sturdy Stone Building
122 3rd Avenue North

www.socialservices.gov.sk.ca/child-protection

Individuals must report suspected cases of child abuse and neglect.

CHEP Good Food Inc. 655-4575
210 – 230 Avenue R South

email karen@chep.org

www.chep.org

CHEP works with children, families, and communities to improve access to good food and promote food security. Numerous programs assist people by providing access to nutritional food and education about healthy eating, community gardening, etc.



Crisis Intervention Service 933-6200
103 – 506 25th Street East

This service provides emergency telephone crisis counselling. It also provides information on human and health services in the community.

CUMFI Infinity House 955-2332
315 Avenue Q South

Infinity House is a transitional home and shelter for single aboriginal mothers and their children which offers extensive programming and support. It is a drug and alcohol free environment.

Interval House 244-0185
712 Victoria Avenue

email info@saskatoonintervalhouse.org

www.saskatoonintervalhouse.org

Interval House is an emergency shelter for women, with or without children fleeing domestic violence.

Saskatoon Crisis Nursery 242-2433
1020 Victoria Avenue

www.crisisnursery.ca

The Crisis Nursery provides short-term housing for children during family crisis or emergency.

Saskatoon Food Bank 664-6565
202 Avenue C South

email office.admin@saskatoonfoodbank.org

www.saskatoonfoodbank.org

The food bank provides emergency food to families who need help making ends meet.

STC Safe House 384-0004
www.sktc.sk.ca/?q=node/51

The Saskatoon Tribal Council (STC) Safe House serves male and female youth aged 9 to 16. It is a safe place for youth who have nowhere to go and provides shelter, food, support, and referral services.

Education

School Boards

- **Public** 683-8200
310 21st Street East
www.spsd.sk.ca
- **Catholic** 659-7000
420 22nd Street East
www.scs.sk.ca

SIAST: Kelsey Campus 659-4300
Idylwyld Drive and 33rd Street
www.siastr.sk.ca

University of Saskatchewan 966-4343
www.usask.ca

Gabriel Dumont Institute 934-4941
2 – 604 22nd Street West
www.gdins.org

Saskatchewan Indian Institute of Technologies 373-4977
229 – 4th Avenue South
www.siiit.sk.ca



Employment

CanSask Career and Employment Services 933-6281

225 1st Avenue North

email sasknetwork@gov.sk.ca

www.sasknetwork.ca

www.saskjobs.ca

Gabriel Dumont Institute Training and Employment Inc. 242-6070

917 22nd Street West

www.gdins.org/gdites.shtml

Saskatoon Tribal Council Urban Employment and Training 659-2500

210 17th Street East

www.sktc.sk.ca

YWCA of Saskatoon 244-7034 (ext 131)

510 25th Street

www.ywcasaskatoon.com

Job search support, GED preparation, and computer classes.

Family & Youth

Big Brothers Big Sisters of Saskatoon 244-8197

182 Wall Street

email receptionsaskatoon@bigbrotherbigsisters.ca

www.bbssaskatoon.org

Volunteer adult males and females mentor children who would benefit from a positive role-model.

<p>Catholic Family Services 200 – 506 25th Street East email staff@cfssaskatoon.sk.ca www.cfssaskatoon.sk.ca CFS provides a wide variety of family support programs, including counselling groups, Employee and Family Assistance Program (EFAP) services, marriage preparation and support, workshops, events, and volunteer opportunities.</p>	<p>244-7773</p>
<hr/>	
<p>Egadz Downtown Youth Centre 301 1st Avenue North www.egadz.ca Egadz offers a variety of formal and informal programs to assist “at risk” youth.</p>	<p>931-6644</p>
<hr/>	
<p>Family Service Saskatoon 102 – 506 25th Street East email info@familyservice.sk.ca www.familyservice.sk.ca Family Service Saskatoon provides counselling and support programs.</p>	<p>244-0127</p>
<hr/>	
<p>Rainbow Community Centre 808 20th Street West email rainbowcc@sasktel.net www.rainbowcommunitycentre.ca Rainbow Community Centre offers programs and services that address poverty, improved housing, wellness, education, and empowerment.</p>	<p>664-8724</p>
<hr/>	
<p>White Buffalo Youth Lodge 620 20th Street West email info@whitebuffalolodge.ca www.whitebuffalolodge.ca The White Buffalo Youth Lodge offers a variety of programs for children, youth, and young adults that encourage education, cultural understanding, and healthy life choices.</p>	<p>653-7676</p>



Health & Wellness

Hospitals

- **City Hospital** 655-8000
701 Queen Street
- **Royal University Hospital** 655-1000
103 Hospital Drive
- **Royal University Hospital Youth Services Program** 655-4900
311 20th Street East
- **St. Paul's Hospital** 655-5000
1702 20th Street West

City of Saskatoon Leisure Services 975-3344

City Hall, 222 3rd Avenue North

email leisure.services@saskatoon.ca

www.saskatoon.ca/org/leisure/

The Leisure Services Department operates the City's leisure centres, rinks, golf courses, etc. and offers a wide range of programs and activities designed to promote recreation and wellness.

Saskatchewan Association for Community Living 955-3344

3031 Louise Street

www.sacl.org

S.A.C.L. supports and advocates for people with intellectual disabilities and their families.

Saskatoon Community Clinic 652-0300

455 2nd Avenue North

Westside Clinic 664-4310

631 20th Street West

www.saskatooncommunityclinic.ca

The Community Clinic, a health care co-operative, offers a wide variety of health and wellness services, including family physicians, counselling, nutrition services, diagnostic services, and occupational therapy.

Saskatoon Health Region

101 – 310 Idylwyld Drive North

- **Prenatal Classes** 655-4800
- **Sexually Transmitted Diseases** 655-4642
- **HIV testing** (anonymous) 655-4642

www.saskatoonhealthregion.ca

Victorian Order of Nurses

384-6563

2310 Louise Avenue

The Victorian Order of Nurses provides services for seniors and prenatal classes.

Immigrant/Refugee

Canada Mortgage and Housing Corporation

1-800-668-2642

CMHC is the Government of Canada's national housing agency and the go-to resource to better help newcomers settle in Canada. Housing information to make decisions and find a safe, affordable home for newcomer families can be found in 8 languages - English, French, Urdu, Mandarin, Punjabi, Spanish, Tagalog and Arabic at <http://www.cmhc.ca/newcomers/>.

Global Gathering Place

665-0268

307 – 506 25th Street East

email info@globalgatheringplace.com

www.globalgatheringplace.com

Offers a variety of programs and services to immigrants and refugees in Saskatoon.

Immigration Community Resource Coordinator

975-8459

email immigration@saskatoon.ca

www.saskatoon.ca (*look under 'I' for Immigration*)

This City of Saskatoon office provides information and referrals for support services and community resources to immigrants and refugees.



International Women of Saskatoon 978-6611
412 – 230 Avenue R South

email iwssaskatoon@sasktel.net

www.internationalwomenofsaskatoon.org

Offers a variety of programs and services to immigrants and refugees in Saskatoon.

Newcomer Information Centre 343-8303
106 – 129 3rd Avenue North

email info.nic@sasktel.net

www.nicstoon.org

The Newcomer Information Centre (NIC), a Saskatoon Regional Gateway, provides up-to-date information and referrals to programs and services in the community to meet the needs of new immigrants and refugees arriving in Saskatoon and surrounding area.

Saskatchewan Intercultural Association Inc. 978-1818
405 – 230 Avenue R South

email intercultural@sasktel.net

www.saskintercultural.org

Saskatchewan Intercultural Association Inc. offers programs and services in the areas of employment, equity and anti-racism, multilingual education, and performing arts in Saskatchewan.

Saskatoon Open Door Society 653-4464
100 – 129 3rd Avenue North

email skopendoor@sasktel.net

www.sods.sk.ca

Offers a variety of programs and services to immigrants and refugees in Saskatoon.

Seniors

Home Care, Saskatoon Health Region 655-4300

201 – 310 Idylwyld Drive North

www.saskatoonhealthregion.ca

Home Care provides supportive, rehabilitative, and palliative services that promote independence, maintain dignity, and enhance quality of life.

Saskatoon Council on Aging 652-2255

301 – 506 25th Street East

email admin@scoa.ca

www.scoa.ca

The SCOA promotes the dignity, health, and independence of older adults by operating a Resource Walk-in Centre to enhance quality of life and by working with local agencies to initiate, implement, and evaluate projects useful to older adults in the community.

Saskatoon Transit Access Transit 975-3555

www.saskatoon.ca (*look under 'T' for Transit*)

Saskatoon Transit operates a public transportation network servicing all areas of the city by bus. Access Transit provides specialized services for anyone unable to use the regular transit system with safety and dignity.

Saskatoon Services for Seniors 668-2762

103 – 115 19th Street East

email saskatoonservices4seniors@sasktel.net

www.saskatoonservicesforseniors.ca

Saskatoon Services for Seniors provides numerous services for the elderly and mobility challenged to live independently.



Service Canada 1-800-622-6232
101 22nd Street East
www.servicecanada.gc.ca

Service Canada provides information and assistance to apply for pension, old age security, disability benefits, spousal allowance, etc.

Veterans Affairs Canada 1-866-522-2122
501 – 101 22nd Street East
email information@vac-acc.gc.ca
www.vac-acc.gc.ca

VAC provides numerous services and assistance programs for veterans, including financial assistance, counselling and referrals, and pensions.

Support & Counselling

Al-Anon & Al-Ateen 665-3838
8th Floor, Delta Bessborough Hotel 1-800-714-7498
www.al-anonlateen.org

Al-Anon and Al-Ateen are support groups for families living with alcoholism.

Alcoholics Anonymous 655-6727
311 – 220 3rd Avenue South
www.aasaskatoon.org

Alcoholics Anonymous is a support group for people trying to overcome alcoholism.

Bethany Home 244-6758
802 Queen Street
email bethanyhome@shaw.ca
www.bethanyhome.ca

Operated by the Salvation Army, this home provides support housing for teen moms and teen girls in crisis.

Calder Centre 655-4500
2003 Arlington Avenue

The Calder Centre provides in-patient treatment for addicted clients and families, and offers referrals to self-help groups and community resources.

Friendship Inn 242-5122
619 20th Street West

email friendship.inn@shaw.ca

www.sfinn.ca

The Friendship Inn is a social drop-in centre providing meals, activities, and counselling.

Kid's Help Phone 1-800-668-6868
www.kidshelpphone.ca

McLeod House 665-0425
4 – 101 Avenue T South

McLeod House is a transitional home for men with addictions. It offers support services and programs and is a drug and alcohol free environment.

Métis Addictions Council of Saskatchewan Inc. 652-8951
335 Avenue G South

email macsioffice@shaw.ca

www.mn-s.ca

MACSI provides alcohol and drug recovery, reintegration, and healing programs to Métis and off-reserve Indian peoples of Saskatchewan.

Mental Health Services 655-7950
715 Queen Street

Mental Health Services provides short and long-term treatment programs, skills training, and therapy groups for special needs.



Salvation Army 242-6833
339 Avenue C South

www.salvationarmysaskatoon.org

The Salvation Army provides community services and counselling, and operates a residential shelter.

Social Services
160 2nd Avenue South

• **Employment and Income Assistance** 933-5960
www.socialservices.gov.sk.ca/income-assistance

• **Early Learning and Child Care** 933-6071
www.education.gov.sk.ca/ELCC-Program

The Centre for Children's Justice & Victims Services 975-8400
259 3rd Avenue South

Victims Services offers a child-friendly, neutral-based facility where victims of crime and traumatic events can obtain information, support, and referrals.

YMCA 652-7515
25 22nd Street East
email ymca@ymcasaskatoon.org

www.ymcasaskatoon.org

The YMCA provides numerous programs, including recreation and support programs, stay-in-school programs, and employment skills training for youth.

YWCA of Saskatoon 244-0944
510 25th Street East

email info@ywcaskatoon.com

www.ywcaskatoon.org

The YWCA offers numerous programs:

- Crisis Shelter and Residence
- Employment and Learning
- Fitness Centre
- Child Development Centre

Utility Connections & Disconnections

ExpressAddress

ExpressAddress is an online tool that lets you notify multiple organizations about your move at the same time. On the website, you can quickly and easily sign up for, transfer, or disconnect multiple utilities and services in Saskatchewan, such as telephone, water and sewer, natural gas, cable TV, electricity, etc., as well as update your address for everything from your driver's licence and health cards to pet licences.

For more information about ExpressAddress, visit the website:

www.expressaddress.com

Gas connection

- SaskEnergy 1-800-567-8899

Electrical connection

- City of Saskatoon 975-2400
- SaskPower 1-888-757-6937

Telephone connection


- SaskTel 1-800-727-5835
- Shaw Telephone 664-2121

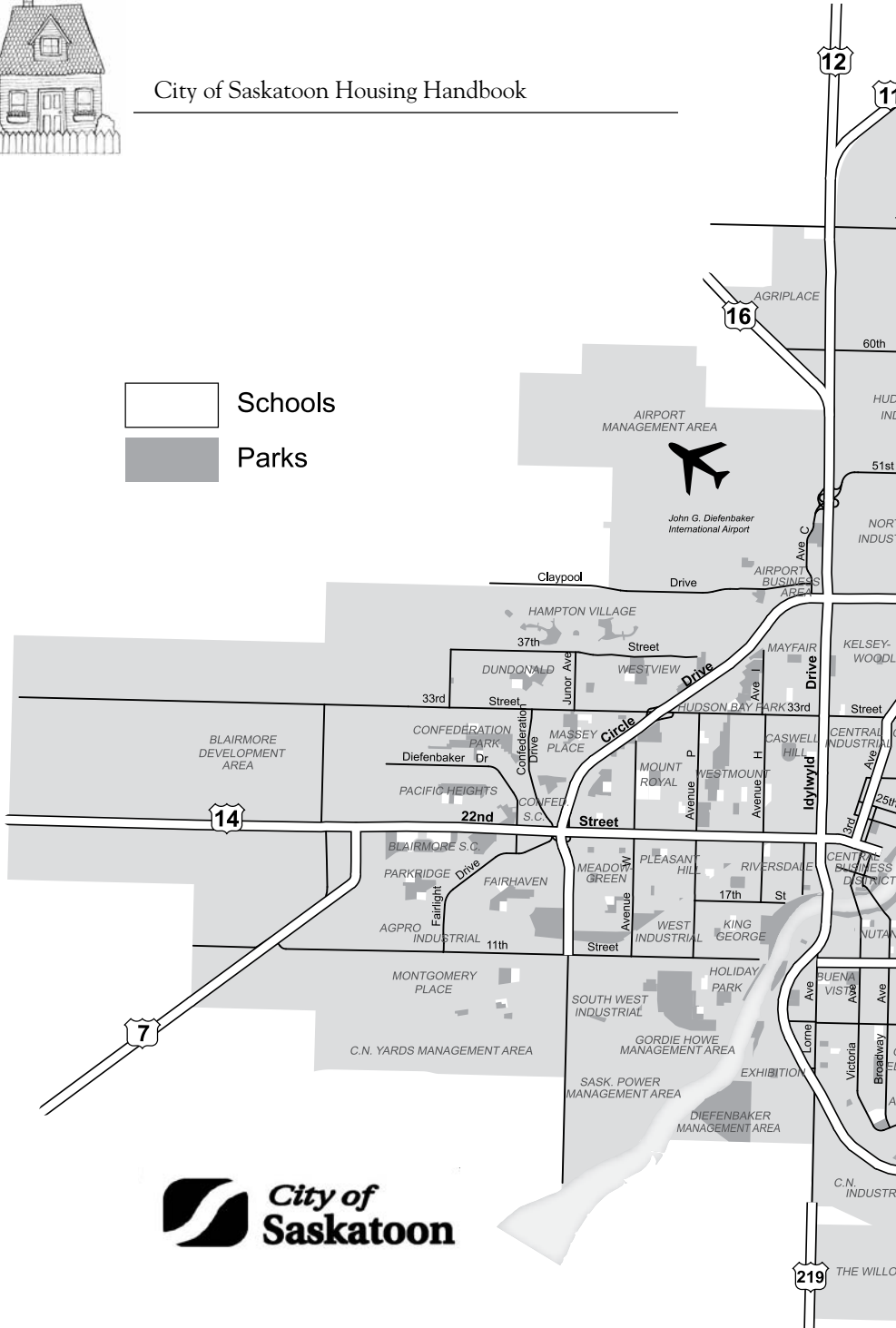
Water connection

- City of Saskatoon 975-2400



City of Saskatoon Housing Handbook

-  Schools
-  Parks





City of Saskatoon

Contacts

City Hall
222 3rd Ave North
Saskatoon SK S7K 0J5

City Bus Information	975-3100
Cultural Diversity and Race Relations Coordinator . . .	975-7826
Electrical Trouble	975-2621
Fire Prevention	975-3212
Garbage Collection	975-2486
Health & Safety Complaints	975-2828
Housing Plan	975-3340
Immigration Community Resource Coordinator	975-8459
Information on Illegal Suites	975-2645
Police Complaints	975-8300
Sewer and Water Trouble	975-2491

Government of Saskatchewan

Contacts

Office of Rental Tenancies	933-5680
Safer Communities and Neighbourhoods	933-6774





City of
Saskatoon

Planning & Development Branch

222 3rd Avenue North

Saskatoon, SK S7K 0J5

Tel: (306) 975-3340

Fax: (306) 975-3185

www.saskatoon.ca