

## Employee Housing Information

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## Overview

Banff Lodging Co. offers affordable, clean, and well-maintained accommodation to 500+ full-time employees at more than 15 properties located around Banff and Canmore. All the residences are fully furnished, equipped with household appliances, and offer shared rooms with access to communal kitchens and living areas.

Our employee housing is home to an array of cultures, religions, and people from various walks of life. We believe that this diversity is what makes our community truly special and vibrant.

It is essential for us to foster an environment where all residents feel respected. We encourage you to embrace the diverse perspectives and learn from one another. By celebrating our differences, we can forge stronger connections and foster a sense of unity within our community.

Embracing diversity means being open-minded and understanding towards different practices, whether it's religious observances, cultural celebrations, or individual preferences. Small acts of kindness, such as engaging in friendly conversations or offering a helping hand, can go a long way in creating a warm and inclusive atmosphere for all.

When staying in staff accommodation, you can expect:

- Clean and affordable lodging
- Shared responsibilities for keeping the residence tidy
- Weekly inspections to ensure units are well-maintained and clean
- The opportunity to meet people from all around the world
- No parties, overnight guests, drugs or pets allowed

## Tenant Eligibility

To be eligible for employee housing, you must be:

- A full-time BLC employee working an average 30+ hrs/week
- 18 years of age or older
- If you are a Canadian Citizen or Permanent Resident, you must also provide a clean police record check issued within 90 days of your appointment.

## Cost

The rates for staying at our accommodations are as follows:

- \$10/day for a bunk bed
- \$15/day for a twin bed
- \$15/day each for a couple's room

Please note that all options are subject to limited availability.

In addition to these rates, a security deposit of \$210 will be deducted from your first 6 paychecks in 6 equal payments of \$35.



## Move in Appointment

Move in appointments are 1 day before your first day of work (based on availability). The Employee Housing Team will notify you of your move-in appointment time and location well in advance. Move in appointments are on Monday – Friday (except Thursdays) from 10 am – 3 pm. In Summer, move in appointments will be made available on Saturdays.

## Room Assignments

We will try our best to accommodate requests for roommates, bed configuration, or couples' rooms, depending upon availability at the time. However, please note that specific requests are not guaranteed and rooms are assigned based on availability. You can submit requests while doing the employee housing application.

Rooms are shared with 2-4 other employees of the same gender. There is a small space for clothing in each room, and bathrooms are shared with space available for storing toiletries. Please keep in mind that our rooms may not be suitable for a large number of belongings or luggage. For roommate requests before move in, note the request as you create your housing profile. If you would like to request a transfer, email [staffres@banfflodgingco.com](mailto:staffres@banfflodgingco.com) and with your name and the details of your request. Room transfer requests will be accommodated based on availability and are not guaranteed.

## What is included?

All of our employee housing locations offer a shared kitchen, bathroom, general living space and Wi-Fi.

On-site laundry facilities are available for a fee of \$3 per wash and \$2 per dry but please note that the cost of laundry detergent is not included. Cleaning supplies for your house are provided free of charge.

Bedding and towels are not provided, so please bring your own or purchase them on-site, see prices below.

Item	Price
Pillow	\$10.00
Blanket	\$25.00
Towel	\$7.00
Fitted Sheet	\$10.00
Flat Sheet	\$10.00
Pillow Case	\$2.50

## Move-In Inspections

Move-In inspections will be completed with a member of the employee housing team when moving into your property to confirm the condition of the room.



## Weekly Inspections

500+ employees reside in BLC employee housing across 15 locations. The residential team conduct weekly inspections of each property to ensure that all residents live in a clean, comfortable and safe environment. It is responsibility of all residents to maintain the cleanliness of the property and to report maintenance issues, the weekly inspections ensure that these standards are maintained.

There are cleaning schedules posted in every housing location, you are required to follow your cleaning schedule for the week and maintain the tidiness of your bedroom and bathroom. Failure to complete the weekly chores may result in a warning and eventually loss of subsidy.

The housing team will conduct weekly bedroom & house inspections;

- Banff locations: Every Thursdays from 10am – 3pm
- Canmore and Banff Rocky Mountain Resort: Every Wednesdays from 10am - 3pm

\*these days may vary and the housing team has the right to enter the property for inspections

## What happens on Inspection day

The employee housing team will inspect your room and bathroom and they will check that assigned chores are completed.

A member of the team will knock on your bedroom door before entering your room, if you are in bed they will try not to disturb you and they will do a quick inspection of your room and bathroom.

If you are away and you cannot complete your assigned chores, it is your responsibility to inform the housing team that you are absent. It is the responsibility of the remaining housemates to complete the assigned chores.

If cleaning duties are not completed the housing team will issue a warning, a resident can receive 2 warnings before loss of subsidy.

## Criminal Record Check (CRC)

\*Applicable to Canadian Citizens or Permanent Residents only

**A clear negative CRC or a proof of payment/receipt, must be shown before or at the move in appointment.**

Your CRC may be completed in your hometown before arriving to Banff, so long as it is less than 6 months old. A CRC will usually take around 7 days to process but can take significantly longer.

If you're planning to receive a CRC from Banff RCMP, please follow the below details:

Complete a [Criminal Record Fillable Form](#)

Send the form AND two pieces of non-expired, government issued ID (i.e., driver's license, health card, passport, Canadian citizenship card, SIN card, birth certificate) to [banff.police@rcmp-grc.gc.ca](mailto:banff.police@rcmp-grc.gc.ca).

OR

Go in person to the Banff RCMP located at 335 Lynx St, Banff, AB T1L 1K3 (Mon-Fri, 8.30am-4pm)

Bring two pieces of non-expired, government issued ID (i.e., driver's license, health card, passport, Canadian citizenship card, SIN card, birth certificate)

## Mail

In Banff mail is not delivered to residential addresses, instead it is delivered to the Banff Post Office located at 204 Buffalo Street.

- In order to receive mail, you need a Post Office Box (PO Box)
- Each employee housing unit has a PO Box attached, you can request a PO Box key to have access to the PO Box after you move in.

To submit a request for a Post Office Box Key (PO Box Key);

- Go to <https://housing.bestofbanff.com/StarRezPortal>
- Go to Requests
- Select **NEW JOB**
- Under Category choose Requested Items
- Under Item choose Mail Box Key
- The request will then be sent to the employee housing team and they will contact you.

## General

Category:

Requested Items

Item:

Mail Box Key

## OR

- You need to set up General Delivery (free of charge for up to 3 months)
- If you do not live in employee housing you can register in person at the post office for General Delivery so that you can receive and collect mail
- Remember to bring a piece of government issued photo ID.

## Courier and Deliveries

For items delivered from a courier (like amazon, USP or Purolator) use your residential address.

Banff Post office will not accept items delivered from a courier.

## Canmore Mail

In Canmore the mail system is different to Banff and all mail is delivered to residential address so you can use your employee housing address to receive all mail.



## Parking

There are limited parking stalls available and they are assigned on a first come first served basis.

To submit a request for a Parking Stall;

Go to <https://housing.bestofbanff.com/StarRezPortal>

- Go to Requests
- Select **NEW JOB**
- Under Category choose Requested Items
- Under Item choose Parking Stall
- Provide the Make, Model and Licence Plate Number of your vehicle in the Description box.
- The request will then be sent to the employee housing team and they will contact you when a parking stall come available.

### General

Category:

Requested Items

Item:

Parking Stall

Description:

Vehicle Information

Make:

Model:

License Plate Number:

## Park Pass

All vehicles require a **National Parks Pass** to park in Banff, however a parks pass is FREE for residents of Banff. You can get National Park Pass from the Banff Visitor Centre (224 Banff Ave), bring your car registration and a proof of address letter (issued by HR) or a private residential lease.

## Parking Permit

Parking in Banff is limited and if you have a vehicle you will more than likely need to park roadside.

Learn more about the **Resident Parking Pass** here

## Lockers

There are storage lockers available at some employee housing locations and they are assigned on a first come first served basis. These lockers are big enough for 1 set of skis', ski poles and ski boots. The cost of a storage locker is \$10 and this includes a lock.

To submit a request for a locker;

- Go to <https://housing.bestofbanff.com/StarRezPortal>
- Go to Requests
- Select **NEW JOB**
- Under Category choose Requested Items
- Under Item choose Lockers
- The request will then be sent to the employee housing team and they will contact you.

### General

Category:

Requested Items

Item:

Lockers



## What to do if you get locked out of your unit

If you get locked out of your unit follow these steps.

### Step 1.

- Knock on the door or ring the bell of the unit to see if anyone is home
- Call or message your roommate and ask them to let you in
- If you know somebody will be home within the next hour, wait

### Step 2.

If none of the above steps work then you can call the numbers below to gain access to your unit, take note of the specified hours and call the appropriate number:

- ✓ **(7am-10pm daily)** Call the emergency on-call line at **403-760-2200**.
- ✓ **(10pm to 7am)** call Spillett Security at **403-763-7188** or **403-763-7138**,

You **MUST** leave a voicemail with your name, phone number, location, and your reason for calling. If you do not receive a return call or text within 30 minutes, call again.

**If the emergency requires immediate attention (i.e., fire/personal safety) please call 911 directly.**

## How to deal with difficult roommates

We are lucky to live in a culturally diverse place with residents from over 63 nationalities. Be sure to understand & respect that everyone is different and our cultures influence who we are. Take time to learn about your colleagues and housemates – where they are from, their past experiences, and how they communicate.

To deal with a difficult roommate it is best to communicate with them directly.

- Choose a time that is convenient for both of you
- Share your concerns in a respectful and calm manner
- Be clear about how you feel and what you want the outcome to be
- Speak only for yourself
- Be respectful
- Listen to your roommates' side of the story and be open to feedback
- Reflect
- If you cannot resolve the issue after these steps then contact employee housing

**Communication is Key** – Discuss any issues or concerns with your roommates in a calm and respectful manner.

**Set Boundaries** – Respect each other's space and personal belongings.

**Stay Organised** – Keep your personal space clean and tidy and clean up after yourself in communal areas.

Setting boundaries and communicating your needs with your housemates may be difficult and it may make you feel uncomfortable but it is important to remember that you should address issues early so they do not build to a conflict.

Here are some conversation starters to help you when communicating an issue or boundary with your roommate;

*"I need to share something with you because I really enjoy living with you, and I want it to continue to be a positive environment for both of us. . . . ."*

*"I need to say something that I am really uncomfortable saying . . . . ."*

*"It makes me really uncomfortable when you . . . . . in future could you consider . . . . ."*

*"I am really sensitive to smells and this room smells quite stuffy can we air the room throughout the day and could you do your laundry"*

*"When you make noise after (agreed upon hours) it prevents me from getting the sleep I need and makes me stressed so can you try to be more quiet in future"*

*"I have labelled my food can you please ask in future before you use anything of mine"*

## Complaint Resolution

If you have followed the above steps and have not been able to resolve the complaint through a resolution process contact the Employee Housing Team for assistance. If the complaint is of an urgent manner and is affecting your personal safety, call 911 for an emergency responder.

## Report Housing Rule Violations

At times, you may notice others are breaking the rules. Not only can this be uncomfortable, you could be at risk of receiving warning yourself if the violation is observed and unreported.

### Major Violation

#### – may lead to eviction

- Drug use
- Parties
- Theft
- Guests outside the designated hours of 10am-9pm
- Harassment; both verbal or physical
- Keeping pets/animals on property

### Minor Violation

#### - may result in loss of subsidy

- Messy roommate
- Housemate not doing their assigned chores
- Noise complaints
- Failure to complete weekly chores

Contact: [staffres@banfflodgingco.com](mailto:staffres@banfflodgingco.com)

### For major violations contact;

**(7am-10pm daily)** Call the emergency on-call line at **403-760-2200**.

**(10pm to 7am)** call Spillett Security at **403-763-7188** or **403-763-7138**,

You **MUST** leave a voicemail with your name, phone number, location, and your reason for calling. If you do not receive a return call or text within 30 minutes, call again.

### Emergency Report

Contact 911 for an emergency responder (fire, police or ambulance)



## Harassment Policy

Harassment is behaviour that is intended to intimidate, offend, degrade or humiliate a particular person or group.

You have the right to a pleasant, enjoyable, safe, fair, respectful, and inclusive living environment. If you believe you have been treated unreasonably or that a policy has not been applied fairly and consistently, it is important that you speak up.

Problems are always best resolved as early as possible otherwise they can escalate and become harder to resolve. They can also create an unpleasant environment for yourself or others.

We will investigate reports of harassment and we will take action to address the incident(s). As the employer, we will not disclose the details of an incident of harassment or the names of people involved, except where necessary for investigation or taking corrective action, or if required by law.

### Expectations of all Residents

- Do not engage in violence towards other residents & report if you see or experience violence.
- Don't put your own safety at risk & tell a resident "no" if you are uncomfortable with their actions. Always ensure of your own safety and the safety of others.
- Excuse yourself from a situation and leave the area when you feel unsafe or uncomfortable. Contact the employee housing team or a manager immediately.
- Call 911 if you are in immediate danger.
- Make a formal report to the employee housing team or the HR Department for threats that are not an immediate risk of physical harm, but make you feel concerned for your safety.
- Examples include bullying behavior, threatening comment, note, email or gesture.

## Procedure for Resolving Problems

If you're unsure about a situation or how to resolve it, you can get confidential advice without making a formal complaint. Speak with a member of the Housing Team during a drop-in session or by making an appointment. No employee will experience discrimination or poor treatment for reporting a problem or seeking advice.

Step 1: Address the issue directly with the person(s) involved as early as possible:

1. Have a private and informal conversation at a suitable time.
2. Explain the problem as clearly and objectively as you can
3. See if you can reach an agreement of how the issue can be resolved.

Step 2: If you can't resolve the issue on your own, or if you feel too uncomfortable, speak with a member of the housing team in private. If you are uncomfortable speaking with the housing team, or if they're unavailable, you can tell any manager you feel comfortable speaking with.

Step 3: If you feel the issue is still unresolved, make an appointment to meet with a member of the Human Resources Team. Your situation will be heard in confidence, and the Team will only intervene with your consent (unless deemed necessary under the circumstances).

## Creating a Safe Community

We all have a role in creating safe communities, free from violence of any kind. Our everyday actions make a difference.

### Be an Upstander

An Upstander is someone who acts against bad behaviour from one person to another. It could be name-calling, bullying, harassment or even violent behaviour. When an Upstander sees someone in harm's way, they do something about it. They help to stop bad behaviour from happening, or they support the victim.

## Consent Matters

Consent is central to harassment and violence because it occurs when consent is absent.

Consent is an enthusiastic "yes".

If it's not an enthusiastic "yes", it's NO. Silence, avoiding eye contact, and responses like, "Maybe later", "Not tonight", "Let's go to sleep instead" and "Ummmmm..." means NO. Consent can be revoked at any time, for any reason.

Develop your own consent culture by always asking for consent before you do something to someone else such as:

If you want to hug someone or send them a photo, ask first.

Stop when you are told to stop. Respect their decision.

Do not insist that someone have a drink if they do not want to.

### Support Available

Sometimes things go wrong. If you hear that someone (or you) had a situation that has made you uncomfortable please reach out for support. The Housing and HR Teams are here to help you and can direct you to the right resources. Or you can contact directly:

<b>YWCA</b>	403-760-3200	<a href="https://ywcabanff.ca/programs-services/harmony-project/">https://ywcabanff.ca/programs-services/harmony-project/</a>
<b>Victim Services</b>	403-760-0198	<a href="https://bowvalleyvictimservices.org/">https://bowvalleyvictimservices.org/</a>
<b>Alberta Social Services</b>	211	<a href="https://211.ca/">https://211.ca/</a>
<b>Emergency Services</b>	911	

## Rules in Housing

### Weekly Inspections

The Housing Team will conduct weekly bedroom & house inspections;

- Banff locations: Every Thursdays from 10am – 3pm
- Canmore and Banff Rocky Mountain Resort: Every Wednesdays from 10am - 3pm

\*these days may vary and the housing team has the right to enter the property for inspections

You are required to follow your cleaning schedule for the week and maintain the tidiness of your bedroom and bathroom.

If you are away and you cannot complete your assigned chores, it is your responsibility to inform the housing team that you are absent. It is the responsibility of the remaining housemates to complete the assigned chores.

If cleaning duties are not completed the housing team will issue a warning, a resident can receive 2 warnings before loss of subsidy.

### Loss of Subsidy

Caribou Properties reserves the right to revoke entirely or partially an employee's subsidy should the employee receive 3 warnings from the Housing Team. The tenant will incur a loss of \$3.00 per day in subsidy which means rent will increase to \$18 per night instead of \$15. This subsidy will be reinstated if no further infractions occur within a 3-month period.

Major violations will result in an immediate loss of daily subsidy and an immediate relocation to an alternate employee housing location as determined by the Employee Housing Manager OR 7 day's written notice of eviction from the Employees current housing location.

### Getting a new roommate

A new roommate may move-in to your room at any point. Please ensure you only occupy your designated area and keep the other space clear of your belongings. The housing team will try to give you 24hrs notice before a new roommate is moved in but it is not always possible.

### Visitors

Residents are allowed 1 visitor between the hours of 10am and 9pm. Visitors are not permitted to stay overnight. Visitors are only permitted in common areas and they are not allowed in your room, or in the unit without you.

### Noise

Between the hours of 9pm and 9am, noise must be kept to a minimal level. Residents have different schedules and it is your responsibility to be respectful. Please be mindful of your housemates and keep noise to a reasonable level at all times.

### Smoking

- Cigarettes may only be smoked outside, in the dedicated areas.
- Smokers are responsible to empty the ashtray, every Thursday morning.

- Cannabis is prohibited on all Employee Housing premises (indoor and outdoor). Please refer to the Alcohol and Drug Use Policy posted in your unit for more information.

## Common Areas

- Common areas must be cleaned at all times
- If you are on Garbage & Recycling chores, you must TAKE OUT DAILY, when bins are full

In Banff and Canmore, you have to bring your household garbage to a waste station. Find your closest waste station [here](#)

Uncertain of what garbage goes in what bin? Find more information [here](#)

## Emergencies

For all urgent matters and for situations affecting your personal safety, **call 911** for an emergency responder.

## Terminations

Termination of employment of Banff Caribou Properties automatically terminates an individual's right to reside in Employee Housing. The Tenant will be asked to vacate the premises within twenty-four (24) hours of their final working day (scheduled days off are NOT valid working days). All move-out inspections will be done in the mornings unless otherwise discussed with the employee housing manager.

## Work Absence

The Tenant will inform the employee housing team of any vacation or absence from work of 7 days or longer. Rent is payable in full for any days that a housing unit is held. In times of high demand for employee housing units, particularly summer season, any absence of 10 days or more may result in relocation to another housing unit upon the resident's return. Storage of belongings is the responsibility of the Tenant. Tenants who have lived in Employee Housing for 6 consecutive months immediately prior to the work absence may be eligible to retain their housing unit.

## Alcohol and Drug Policy

### Alcohol

- Residents may consume alcohol responsibly in the indoor common areas of their employee housing unit.
- Residents may not consume alcohol in the outdoor common areas of their employee housing unit.

### Cannabis

- Residents must not smoke, vape or grow cannabis in any indoor or outdoor area of employee housing.
- Residents may consume cannabis in edible or topical forms in the indoor areas of their employee housing unit.
- Residents must store their personal quantity of cannabis in a sealed, odour-proof container with their personal belongings in their employee housing bedroom.
- Residents must not sell or purchase cannabis in any indoor or outdoor area of employee housing.

## Illegal Drugs

- Residents must not consume illegal drugs in any indoor or outdoor area of employee housing.
- Residents must not have illegal drugs in their possession, nor keep illegal drugs in their residence at any time.
- Residents must not sell or purchase illegal drugs in any indoor or outdoor area of Employee Housing.

## Medical Marijuana

Tell the Employee Housing Team that you have been prescribed medical marijuana and work with them to make any necessary accommodations to your housing needs, as determined by your doctor.

### Medical marijuana must:

- ✓ Be produced by a licensed producer that you have registered with;
- ✓ Not exceed the maximum possession amounts specified in the *Access to Cannabis for Medical Purposes Regulations*;
- ✓ Be kept in a sealed container that prevents odour leakage;
- ✓ Be consumed in an edible or topical form if used in employee housing. Smoking or vaping is not permitted.

## Theft Policy

The Housing Team will investigate instances of theft, if the theft is of a serious nature it will be reported to the appropriate authorities. In order to investigate a theft proof of theft is required. The Housing Team is unable to deal with any theft regarding alcohol or drugs.

**Resident Responsibilities:** All residents are responsible for maintaining the security of their personal belongings.

Residents should report any suspicious activities or individuals to the designated housing management or security personnel promptly.

**Disciplinary Action:** Any employee found to be involved in theft, unauthorized access, or any other criminal activities within the employee housing premises may face disciplinary action, up to and including termination of employment and eviction from employee housing.

By residing in employee housing, employees acknowledge their understanding and acceptance of this theft policy. It is the responsibility of each resident to comply with the policy and contribute to the overall safety and security of the employee housing community.

To report a theft contact [staffres@banfflodgingco.com](mailto:staffres@banfflodgingco.com)

## Insurance

It shall be the responsibility of the Tenant to insure the Tenant's property on the premises against damage or loss to such property occasioned by fire, theft and any other perils, which cause such damage or loss.

## Laundry

Laundry Locations:

If laundry is not available at your employee housing location, you can use the laundry at these locations:

- ✓ Irwin's Mountain Inn: \$3 wash, \$3 dry
- ✓ 407 Beaver St: \$3 wash, \$3 dry (check in at the employee housing office to gain access)
- ✓ Cascade Coin Laundry: \$5-7 wash, \$3 dry

What to Bring:

- ✓ Enough Loonies (\$1 coins) for the number of loads you plan to do
- ✓ Washing Detergent & Dryer Sheets
- ✓ A basket / bag to tote your laundry to and from

Cost:

- ✓ \$3 per load for each washing & drying.
- ✓ Expect to wash 3 loads of laundry per week per person (\$18 / week)

Load Sizes:

- ✓ Washers and Dryers are meant to be  $\frac{3}{4}$  filled.
- ✓ There should be ample space for water and detergent to mix together
- ✓ Over filling the machine is likely to break the machines
- ✓ Overfilled machines also don't clean clothes & result in wrinkly clothes
- ✓ If you have to push the clothes down in the washer, the load is too big
- ✓ Tips for clean, wrinkle free laundry
- ✓ Read Clothing Labels – see temperature guidelines and special instructions
- ✓ Shake clothes out before loading and check for stains
- ✓ Pre-treat stains before washing with a bit of laundry detergent.
- ✓ Sort in loads of Lights, Darks and Heavily Soiled
- ✓ Read laundry directions for how much to use (each kind is different)
- ✓ Add detergent to the washer drum BEFORE adding the clothes
- ✓ Choose water temperature. Most clothes are washed in cold water.
- ✓ Choose a cycle: Regular for heavy items, Permanent Press for all purpose items and Delicate for elastic, spandex and other delicates
- ✓ Shake out clothes while pulling them from the washer to dryer to prevent wrinkles and reduce drying time.



Dryer Settings

- High heat for jeans, towels, and other heavy fabrics;
- Medium heat for synthetic materials like polyester;



- Low heat for delicate items like lingerie
- Fold or hang laundry immediately after drying time is complete to reduce wrinkles

## Employee Housing Portal

Requests must be submitted through the Employee Housing Portal you can update your personal information, find your housing contract, find employee housing handbook and you can submit maintenance and item requests.

### My Details

In this section you are be able to manage and update your personal details.

- Your preferred name
- Check out date
- Employment location

Please be sure to keep your check-out date constantly updated. We understand this date can change often but by keeping things up to date, we can plan new hires accordingly.

## Reporting Maintenance Issues

**Maintenance requests must be submitted on the Employee Housing Portal.** It is important that all maintenance issues are reported immediately.

**General Maintenance Requests** to be report using the portal;

- Replace window screen
- Interior door lock broken
- Wall or furniture damage
- Bulb replacement

To submit a maintenance request;

- Go to <https://housing.bestofbanff.com/StarRezPortal>
- Go to Requests
- To submit a maintenance or service request select **NEW JOB**
- Under Category choose Maintenance Issues
- Under Item choose the most relevant item
- Write a DETAILED DESCRIPTION of the request.
  - Location of Issue (i.e 407 Beaver St Laundry Room)
  - Description of problem (i.e. Washer is not working)
  - Is this a new problem (i.e. The washer has been out of order for the past week)
- The request will then be sent to the employee housing team.
- You can check the status of your request in the 'Job Status' column.

### General

Category:

Maintenance Issues

Item:

Heating issues

Description:

Location of Issue:

Description of problem:

Is this a new or ongoing issues: ]

**Emergency Maintenance issues:** to be reported immediately by calling **403-760-2200**

- Mould
- Leaking Water
- Electrical problems (damaged cords, dead or warm outlets, flickering lights, tripping circuit breakers)
- Smoke detector making noise
- Clogged drain

## Request Items

Items requests must be submitted on the Employee Housing Portal.

If you require any of the following items submit the request on the employee housing portal.

- Cleaning supplies
- Furniture
- Kitchen supplies
- Parking Stall
- Mail Box Key
- Locker

To submit an Item request;

- Go to <https://housing.bestofbanff.com/StarRezPortal>
- Go to Requests
- To submit a maintenance or service request select **NEW JOB**
- Choose My Room from the Room Category section
- Under Category choose Requested Items
- Under Item choose the most relevant item
- the request will then be sent to the employee housing team.
- You can check the status of your request in the 'Job Status' column.

If you do not receive an update on you request submitted through the portal within one week, email StaffRes [staffres@banfflodgingco.com](mailto:staffres@banfflodgingco.com) for an update.

If the request is not completed within two weeks of the date of request the final step is to email the Employee Housing Manager [Alebel@banfflodgingco.com](mailto:Alebel@banfflodgingco.com)



## Employee Housing Team - Contact Details

Email: [staffres@banfflodgingco.com](mailto:staffres@banfflodgingco.com) | Phone: **403-760-2200** | Office Address: **407 Beaver Street, Banff, Alberta, T1L 1C2**

### Opening Hours:

Monday - 9am-4:30pm

Tuesday - 9am-4:30pm

Wednesday - 9am-4:30pm

Thursday - 9am-4:30pm

Friday - 9am-4:30pm

Saturday - 9am-4:30pm (Summer Only)

Sunday – Closed

In Case of An Emergency (Maintenance or Security)

**403-760-2200** (7 am – 10 pm daily)

**403-763-7188** or **403-763-7138** (10 pm – 7 am)