

AFFORDABLE LIVING

FOLKSTONE MANOR &
PARK VIEW MANOR

Resident Handbook

SEPTEMBER 2025





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Our purpose

Affordable housing solutions for Tri-Region residents.

We provide

- Supportive lodge living for seniors
- Financial subsidies to eligible residents
- Self-sustaining affordable housing programs
- Safe, comfortable, accessible, and well-maintained housing

Welcome

Dear Resident,

As the Executive Director of Meridian Housing Foundation, I am glad to welcome you to your new home.

Meridian Housing Foundation provides high-quality affordable housing and supportive living to seniors from our contributing municipalities - Parkland County, Spruce Grove, and Stony Plain. It is our intent that your time with Meridian Housing Foundation brings you relaxation, enjoyment and satisfaction.

We've prepared this booklet to fully explain the policies of your new home.

I encourage you to explore the wonderful opportunities that await you at Meridian Housing Foundation. We look forward to you joining the Meridian Housing Foundation community.



Lori-Anne St. Arnault
Executive Director

Administration

Rent Payment Schedule

Your rent payment is due on the first of each month and will be automatically withdrawn from your bank account on that date. Any changes to bank information must be provided to the Housing Department in writing 10 business days prior to the end of the month.

Security Deposits

Security deposits will be returned to you upon termination of your lease with Meridian Housing Foundation provided there is no damage or repairs required for your suite beyond normal wear and tear.

Rental Increases

Meridian Housing Foundation affordable rents are set to be at least 10% below market value as per provincial requirements.

Rents are reviewed annually by the Meridian Housing Foundation Board. Written notice of rent change will be provided 3 months prior to increase.

Inspections

Suite inspections are done at move in and on move out. Maintenance reserves the right to complete interim inspections with 24-hour notice during residency.

Complaint and Problem Resolution

Proper steps are to be followed in addressing concerns and complaints.

First, residents with complaints should speak with the Director of Housing.

In most cases, the issue is able to be resolved by the Director of Housing. The issue may be resolved immediately, or time may be taken to investigate and respond. As needed, a meeting between all parties will be arranged to discuss the issue. If they are unable to resolve the issue, residents may elevate the issue to the Executive Director.

If the issue is not resolved at the Executive Director level, a written grievance can be submitted to the Executive Director to escalate the issue to the Board of Directors. The resident with the complaint will be invited to the next Board Meeting to discuss their issue.

The decision of the Board of Directors is final.

Termination

If you are planning to move, you are required to provide written notice to the Housing Department on or before the first of the month. You are required to provide at least 30 days notice.

The termination process is:

- complete a move out form,
- remove all personal belongings and furniture,
- clean suite,
- return mail key, key/fob, and
- attend move-out inspection.

Eviction

You could be served a Notice of Eviction if you fail to comply with Meridian Housing Foundation rules and policies.

After being served a written Notice of Eviction, it is your responsibility to make alternative living arrangement and complete the lease termination process.

Rule and Policy Compliance

If you fail to comply with our rules and policies, the following due process will occur:

- You will be given a verbal warning and we will discuss the offense with you. The discussion will be documented and placed in your resident file.
- If non-compliance continues, you will be issued a written warning; a copy will be placed in your file.
- If you still fail to comply, you will be given a written Eviction Notice; copies will be placed in your resident file.
- If you do not vacate within the time set out in the Eviction Notice, Meridian Housing Foundation will pursue all legal options, including the Residential Tenancy Dispute Resolution Service (RTDRS) to terminate the tenancy.
- The Executive Director reserves the right to proceed directly to eviction if the situation warrants.



Resident Responsibilities

Insurance

You must provide Meridian Housing Foundation with proof of Tenant Insurance (content and liability):

- upon move in,
- annually thereafter, and,
- if insurance changes occur.

Tenant Insurance is mandatory for all Meridian Housing Foundation residents.

Suite Cleanliness

Residents are responsible for maintaining their suites in a manner that meets Meridian Housing Foundation standards. These standards are in place to ensure the Health and Safety of residents, employees, visitors and contractors.

Residents are responsible for cleaning all areas of their suites including, but not limited to, living and dining areas, kitchen, hallways, bedrooms, closets, bathrooms, outdoor spaces and parking spaces. To prevent infestation of rodents and insects, residents must remove any collected trash and food waste from their suites at least once a week. Carpets and rugs must be vacuumed regularly. Hard floors must be swept and cleaned regularly. Bathrooms must be cleaned frequently to prevent the formation of mold and mildew. If a resident does not clean adequately and regularly, the resident will be in breach of their lease agreement, and may be liable for reasonable cleaning charges and eviction, if corrective action is not taken.

Meridian Housing Foundation appreciates all efforts to ensure the above standards are met.

Storage

To ensure the health and safety of residents, please limit belongings to what is appropriate for your suite. Bath tub and shower areas, balconies and patios, and parking stalls are not to be used for storage of personal belongings.

Balconies

Residents are encouraged to enjoy their balconies with appropriate outdoor furnishings. Only electric BBQs are permitted. Planters designed for use on railings are permitted. No modifications should be made to any area of the balcony including walls, flooring, and railings. Please do not put nails or screws into the exterior walls of the building surrounding your balcony.

Balconies, decks and/or patio areas are to be kept clear of garbage and clutter and not to be used as storage.

Grounds

No modifications should be made to the landscaping of the grounds. Sheds are not permitted. Greenhouses are only permitted at Park View Manor with prior approval from the Director of Housing.

Snow Removal

The Maintenance department works hard to clear snow from Meridian Housing Foundation-owned sidewalks as quickly as possible after a snowfall.

Residents are responsible for clearing snow from between or behind their own vehicles if desired. Meridian Housing Foundation does not clear the spaces between or behind parked vehicles on a regular basis. However, during scheduled full lot clearings, all vehicles are moved so we can remove snow from the entire lot for everyone's safety and convenience.

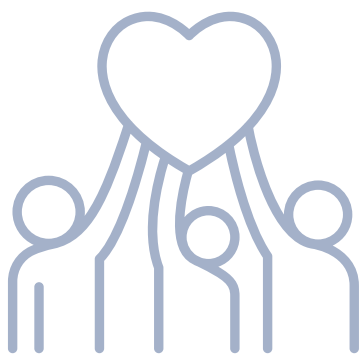
Common Areas

Common areas are accessible to all residents. MHF reserves the right to modify, arrange, remove, or add furniture or other items to common areas as it sees fit. Furniture and other convenience items in common areas are for the enjoyment of all residents. Any residents who use the common areas should leave the area tidy and as they found it. Any items that need repair in these common areas should be brought to the attention of MHF's maintenance department.

Resident Conduct

In order to ensure a positive and respectful home for all, residents and their guests are expected to uphold our core values of:

- Community,
- Dignity and respect,
- Safety and stability
- Accountability;



As well as the six pillars of character:

- Fairness,
- Citizenship,
- Respect,
- Responsibility,
- Caring, and
- Trustworthiness.

Residents and guests are also expected to refrain from discrimination, harassment and violence against other residents, guests and Meridian Housing Foundation employees, volunteers and contractors in accordance with the Canadian Human Rights Act.

Residents are responsible for the actions and behaviours of their guests.

Behavior/actions, which threaten the safety, security and quality of life of other residents and/or yourself, could be viewed as grounds for eviction.

Noise

Please be respectful of other residents and keep noise to a reasonable level. The Town of Stony Plain bylaws observe the hours of 10:00 pm to 7:00 am as quiet hours. Please also be mindful that some noise is to be expected when living in a multi-story dwelling as residents go about daily life tasks.

Abuse Prevention

Meridian Housing Foundation is subject to the Protection for Persons in Care Act which protects adults, who reside in our facilities, from abuse so they may live with dignity and respect. Meridian Housing Foundation strives to provide residents with a safe living environment free from abuse. Acts of intentional abuse committed by anyone while at Meridian Housing Foundation will not be tolerated.

Please report any suspected abuse to the Director of Housing of Meridian Housing Foundation, who will assist you with the Protection for Persons in Care Act.

Infection Prevention and Control

Meridian Housing Foundation encourages all residents to partake in community immunization clinics and maintain good hygiene standards when ill.

Guidelines

Smoking & Cannabis

Smoking, including vaping/e-cigarettes and cannabis, is prohibited in all Meridian Housing Foundation buildings. Residents must use the designated outdoor smoking areas. Failure to comply with this rule will result in an eviction. Edible cannabis may be used in a residents suite in moderation.

Please note: The growth and keeping of cannabis plants on Meridian Housing Foundation property is not allowed.

Alcohol Consumption

Residents are allowed to consume alcohol within private suites.

Consumption of alcohol elsewhere in the buildings or on the grounds is not allowed. During special events AND with a valid liquor license in place and posted, it may be allowed in common areas.

Excessive alcohol consumption is prohibited. Abuse of alcohol and alcohol impairment in common areas will be grounds for eviction.

Pets

All Meridian Housing Foundation facilities are pet free. Visiting pets are welcome, but must be under the owner's control at all times. Visiting pets are not allowed to stay overnight.

Wildlife

Please refrain from feeding birds and other wildlife on Meridian Housing Foundation grounds, including in the form of bird feeders. This is in order to prevent the attraction and infestation of rodents and other pests.

Suite Modifications

Modifications or additions to your suite, or balcony, are not permitted. Contact Maintenance if you have questions.

Appliances and Electronics

Our suites come with a refrigerator, stove and range hood. Park View Manor suites also include a dishwasher, washing machine and dryer. Personal small appliances can be used in your suite such as a microwave, toaster or toaster oven as long as they are within appropriate safety standards and not over-crowded.

At Folkstone Manor, electric barbecues are permitted on the balconies. Propane and charcoal are prohibited.

All electrical cords must be in good working condition. Multiple plugins are a fire hazard and are not allowed. Use power bars with surge and breaker protection.

Please do not overload electrical outlets.

Dishwashers

Permission is needed if purchasing a portable dishwasher for your suite. Please contact the Administration office for approval before purchase.

Wall and Door Hangings

All wall hangings must use small and appropriate nails/hooks. Use of adhesive hangers is not permitted. Wall-mounted TVs may be considered and must be approved by the Maintenance department prior to installation.

Hanging items on walls outside your apartment (hallways or balconies) is not permitted.

Please do not put nails or screws into any of your apartment doors or on the walls of your balcony.

Should you need assistance in hanging wall decorations, the Maintenance department are available to assist for an hourly fee.

Medical Equipment

Meridian Housing Foundation does not supply any medical equipment. Oxygen tanks or concentrators may be used in your suites and other areas. Oxygen cylinders may be stored in your suite.

No modification of the suite for the installation of medical equipment is allowed unless approved by the Director of Housing.

Wheelchairs

Use of wheelchairs in Meridian Housing Foundation buildings is only permitted after obtaining approval from the Administration office. Residents must ensure they have adequate tenants' insurance to cover any damages or injuries caused by their use. Upon move out, residents will be responsible for any and all cost to repair damages that may be the result of wheelchair use.

If a Folkstone tenant requires the use of a wheelchair and is not currently residing in a barrier-free suite, they may be required to relocate to a barrier-free suite when one becomes available within the building.

Fire Alarm

If a fire alarm rings, you should exit the building and proceed to the muster point and await instruction from the Fire Department or staff.

Do NOT use the elevator.

Emergency Response

Meridian Housing Foundation staff cannot provide you with direct medical assistance. **Call 911 for all Emergency situations.**

Air Conditioning Units

Portable air conditioning units are permitted. Please contact the Maintenance department to arrange installation. Residents are responsible for paying a one-time plexiglass fee and an annual air conditioner surcharge (see fee schedule). Window-mounted AC units are prohibited.

We recommend selecting a portable air conditioner that matches the space you need to cool. Please see the recommended sizes below.

Room size	Air conditioner size	Cooling capacity
100-120 square feet (Bedrooms)	Small	6,000 BTU or under
300-500 square feet (Living/dining rooms, kitchens)	Medium	8,000 BTU or under

Thermostats and Heating

Your suite is equipped with its own thermostat for your personal comfort.

Windows

Windows in your suite can be opened for your comfort during warmer seasons. However, it is important that your windows remain closed throughout the winter to reduce heat loss and prevent the freezing of pipes.

Window Coverings

Meridian Housing Foundation has provided window coverings for your use. Please do not remove. At Folkstone Manor, window valances, curtains or sheers may be installed on the provided curtain rod.

Keys/Fob

You will be provided with a key or fob to your suite. Residents of Folkstone Manor also receive a mailbox key. Keys and fobs are not to be shared with family or others unless pre-approved by MHF Administration.

Please report all lost keys or fobs to the Administration office immediately. You are responsible for the cost of replacing any lost keys and fobs and/or changing of locks.

Visitors

Visitors are welcome at any time provided they do not disrupt other residents. The Meridian Housing Foundation Administration Office must be notified in advance of any overnight visitors staying more than seven (7) days.

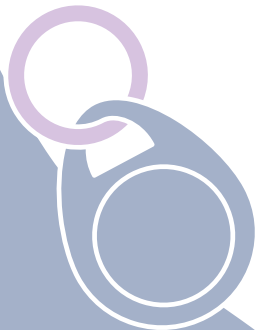


Access to Suites

If your Next of Kin or an emergency contact listed on your resident file requires access to your suite and they do not have your fob, they must arrange access with the Housing Department and provide Photo ID at the door.

Suite Privacy

Meridian Housing Foundation retains the right to enter resident suites to perform essential work, during emergencies or for perceived medical emergencies. Whenever possible, Staff will ask permission before entering your suite.



Resident Gift Giving

We understand that occasionally you may wish to express your gratitude towards staff. Please refrain from giving personal gifts directly to staff.

We suggest the following ways to recognize staff for their hard work:

- Donation to the Staff fund, or
- Items that benefit all staff.

Involvement in Personal Finance/Legal Affairs

Meridian Housing Foundation staff are not allowed to be involved in resident's personal finance, including Power of Attorney, Enduring Power of Attorney, Wills, Estates, Personal Directives, Trusteeship and Guardianship.

Crawl Spaces

Access to Meridian Housing Foundation crawl spaces is strictly prohibited. These areas are designated as restricted and may not be entered by residents under any circumstances.

Services, Utilities and Extras

Maintenance

Our Maintenance staff work hard to keep our facilities running smoothly. If you notice any area in need of repair, or if you have any electrical, plumbing or heating issues in your suite, please contact the Maintenance department to open a maintenance request. Their contact information is on the back cover of this handbook.

Health and Safety

Meridian Housing Foundation holds a Certificate of Recognition in Health and Safety. Your health and safety is important to us. If you have any concerns or require any safety information, you can approach our Health and Safety Advisor located in our Administration building at 4908 53 Ave, Stony Plain.

Telephone, Cable TV, and Internet

For Folkstone Manor, telephone, cable tv and internet lines are provided in your suite. You are responsible for connecting, disconnecting and paying for your own services using a provider of your choice.

Satellite dishes are not permitted.

For Park View Manor, please review your move-in checklist regarding television and internet services.

Please provide the Meridian Housing Foundation Administration Office with your telephone number and mailing address once assigned.

Laundry Facilities

Laundry facilities are strictly for resident use only.
Laundry machines are used at the residents' own risk.



Vehicle Parking

At Park View Manor:

One vehicle parking stall is available for use for each suite.

At Folkstone Manor:

Surface and underground parking are available for a monthly fee.

Use of the Meridian Housing Foundation parking facilities is to be done at your own risk. Meridian Housing Foundation shall not be liable for loss, injury, or damage of/to any vehicle, property or person, except in the case of negligence on the part of the organization.

Parking stalls are not to be used for long-term storage of vehicles that are not being driven. If Meridian Housing Foundation deems that the use of the stall is inappropriate, the assigned parking will be revoked.

At no time should vehicles or scooters be parked in the fire/emergency lane.

Large vehicles including motorhomes are not permitted to be parked in MHF parking lots due to limited space available.

Scooter Parking

Scooters are not allowed inside Meridian Housing Foundation buildings or individual suites.

Scooter parking is subject to availability and there is a monthly fee.



Garbage Bins at Park View Manor

Each suite is provided with a garbage bin (grey) and a recycle bin (green). It is the resident's responsibility to take the bins to the curb on garbage day and return the bin to your suite. Your bin must be kept beside your patio.

Hendrickson Room at Folkstone Manor

The Hendrickson Room at Folkstone Manor is a rental space available to residents and members of the public. Please contact the Administration Office for rental information including rates, and to make arrangements for use if you are interested.

This space is not available for general use by residents unless they have made an arrangement to rent the space.

Community Resources

Please contact the Administration office if you need further information about community services available to you. Also, see page 18 for a list of Useful Contact Numbers.

Fee Schedule



Rates are current as of January 2025.
Subject to change.

HOUSEKEEPING

Move Out Cleaning	As per invoice
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Contracted Carpet Cleaning	As per invoice
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ADMINISTRATIVE

Replacement Suite Key	\$10.00
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Replacement Mail Key	\$10.00
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Replacement Fob or Parking Sticker	\$25.00
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NSF	\$25.00
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Suite Transfer	\$500.00
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MAINTENANCE

Non-Emergency After Hours Call	\$50.00
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Resident Damage and Repairs	As per invoice
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Maintenance Assistance for hanging pictures	\$25.00/hour
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Ceiling fan install (provided by resident)	\$95.00
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Service Fee for Light Bulb Replacement	\$10.00
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Plexiglass Fee (one-time fee)	\$40.00
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Useful Contact Numbers

Ambulance/Fire/Police	911
ATS (Handibus)	780-963-5444
Beauty Salon (Joanne)	780-963-3348
Community Social Development Stony Plain	780-963-8583
Home Care Registration/Sign up Community Care Access (CCA)	780-496-1300
Home Care (*Once Registered)	825-394-2286
Meals-On-Wheels	587-357-5579
Mental Health Helpline	1-877-303-2642
Meridian Housing Foundation Administration Office	780-963-2149
NeighbourLink Parkland	780-960-9669
Pedicure and Massage (Zita)	780-905-5222
Seniors Drop-In Centre	780-963-4707
Seniors Association of Greater Edmonton (SAGE)	780-423-5510
Senior Abuse Helpline	780-454-8888
Spruce Grove Public Library	780-962-4423
Stony Plain Hospital (WestView Health Centre)	780-968-3600
Stony Plain Public Library	780-963-5440
Town of Stony Plain Recreation Services	780-963-8591
Wabamun Public Library	780-892-2713

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If there is an
EMERGENCY call:

911

For **After Hours**
MAINTENANCE
EMERGENCIES, call:
780-292-5612

If there is a **MAINTENANCE** issue, call:

780-963-2149

or email **maintenance@meridianfoundation.ca**



Administrative Office:

4908 53 Ave, PO Box 3191 Stony Plain, AB T7Z 1Y4

Ph: 780-936-2149

www.meridianhousingfoundation.ca

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