



NORFOLK HOUSING ASSOCIATION

MARCH 2023

CONTACT INFORMATION

1118 Kensington Road NW
Calgary. AB T2N 3P1

Phone: 403.270.3062

Email: admin@norfolkhousing.ca

www.norfolkhousing.ca

After Hours Emergency:
403.651.3717

OFFICE HOURS:

Monday - Friday
9:30am-4:00pm

Upcoming Holiday Closures:
April 7-10

FOLLOW US ON INSTAGRAM
AND FACEBOOK FOR UPDATES,
EVENTS, AND MORE.



NORFOLK
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NHA RESIDENT TAX CLINIC

Available to all Rent-Geared-to-Income residents, NHA is partnering with Cascade Accounting to bring you a FREE tax clinic.

The clinic will be private and will be conducted by a Certified Public Accountant (CPA). NHA is NOT involved in the filing of taxes - we are simply offering an opportunity to residents to access a free tax clinic with the help of our Board of Directors.

Tax clinic is BY APPOINTMENT ONLY and will be on a first-calendared, first-served basis.

DATE OF THE CLINIC: April 5

DEADLINE TO RESERVE YOUR SPOT: March 24

To book a time slot please contact Jon Hesketh at 403-270-3062 or email info@norfolkhousing.ca



FOR OTHER TAX CLINICS, PLEASE SEE PAGE 4 OF THIS NEWSLETTER.



PHISHING SCAMS & NHA

WHAT YOU NEED TO KNOW TO PROTECT YOURSELF!

Phishing is a type of online scam that targets consumers by sending them an e-mail that appears to be from a well-known source – such as an internet service provider, a bank, or could pretend to be from Norfolk Housing.

It asks the consumer (YOU) to provide personal identifying information. Then a scammer uses the information to open new accounts, or invade the consumer's existing accounts.

There ARE instances when Norfolk Housing will request personal information. So here we will explain exactly how Norfolk would request that personal information to avoid these phishing scams.

First if there are every any concerns with an email or letter that you have received from Norfolk Housing Staff, do not hesitate to verify it by contacting the Norfolk Office at 403-270-3062 or by visiting us during business hours Monday – Friday from 9:30 am – 4:00 pm. The office is located at 1118 Kensington Road N.W.

Emails from Norfolk Housing Staff will always have **@norfolkhousing.ca** at the end of it (example: jon.h@norfolkhousing.ca).

RENT

All requests concerning rent, whether it is a missed payment or changes to rental amount, will always first be presented to a resident in the form of a letter. If it requires more attention, further inquiries may be done by phone or email.



INSURANCE

Having up-to-date tenant insurance is a requirement of residency at Norfolk Housing. If Norfolk staff notice that insurance policies have expired on our records, they will contact the residents. These requests will typically come in the form of an email or phone call.

PROOF OF INCOME

For those of our residents that are a part of the NHA Subsidy program, there is a requirement at least once a year to provide proof of income to maintain the subsidy. This request will always come in the form of a letter first. If it requires more attention, further inquiries may be done by phone or email.

LEASES

Leases are either dropped off at your door, or will be sent to the email that you have supplied to us using DocuSign. DocuSign allows for our leases to be signed safely, electronically. This will be the default way to receive leases unless you have asked for us to physically deliver them.

UPDATED RESIDENT INFORMATION

This typically will accompany a lease. This is to ensure that the information that we have on file is complete and correct.

There are so many variation of scams out there we ask that if you are ever unsure to contact the Norfolk Housing Office before supplying sensitive and personal information.





SUBMIT A MAINTENANCE REQUEST!

We LOVE to hear from you and promise, it's never a bother to know what's going on (or going wrong) in your unit.

Please be diligent and let us know as soon as something happens that may be an indication of a problem in your unit - like the heat suddenly doesn't seem to work, the sink isn't draining, or there's a drip or leak somewhere.

You can submit maintenance requests anytime, online at norfolkhousing.ca/maintenance-request

TAX CLINICS

HSCA – Virtual/Drop-off – Low Income

To learn if you are eligible and to register contact the HSCA tax clinic at: Edward – 403-283-0554 option 3 or email taxclinic@hsca.ca

Rise Calgary – By appointment – Low Income/Seniors

Starts March 2nd 2023 - Contact: Julia Nicholls – 587-707-8936 or julia.nicholls@risecalgary.ca (3303 17 AVE SE CALGARY)

Kerby Centre – Virtual/Drop-off/by appointment – Seniors/Persons with disabilities

Contact: Vineeta Kapoor – 403-705-3246 – vineetak@kerbycentre.com

Carya– Package pick up at – Low Income Seniors

Packages can be picked up between March 1st and April 28th at (1) Village Commons – 610 8th Ave SE or (2) 5000 Bowness Road NW
Contact: Christina – 403-286-1811

More information about clinics and their locations can be found on the Government of Canada website.



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CALGARY
DOLLARS



BOARDGAME NIGHT!

WOULD YOU LIKE TO HOST A
BOARDGAME NIGHT IN YOUR UNIT FOR
C\$50.00?

SUPPLIES CAN BE PROVIDED!

CONTACT **PROGRAMS@CALGARYDOLLARS.CA**
FOR MORE INFORMATION

Learn how to help your neighbours!

FREE Psychological First Aid Training



Norfolk will pay for your Psychological First Aid Course and give you an honorarium for learning!

Are you interested in learning more about self care? Or how to care for others?

This course is provided by the Red Cross

Learn how to:

- Build and use a professional self care plan
- Practice self-care and provide care for others
- Access the various supports that are available to anyone experiencing distress, and more!

Get C\$10 for completing this online, self-directed course
Approximately 50 minutes in length

Contact
programs@calgarydollars.ca for
more information!



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**CALGARY
DOLLARS**

REQUEST FOR COMMUNITY DEVELOPMENT AMBASSADOR

YOUR HELP MEANS A LOT!

We are looking for a community member to promote positive and sustainable growth within the Norfolk community

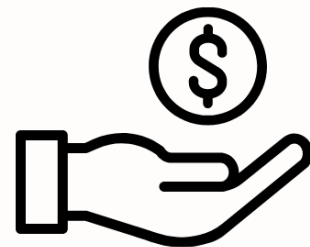


WE NEED

A resident to organize/promote events in your community, such as bookclubs, workshops, events, and gatherings!



Earn C\$ that can be used towards rent, groceries, and local businesses/restaurants!



CONTACT US IF INTERESTED (403) 270-3200
programs@calgarydollars.ca

