

LLOYDMINSTER

Tenant Resource Guide

CREATED IN PARTNERSHIP
WITH THE HOUSING WORKING GROUP



Updated in 2026

Acknowledgment

The **Lloydminster Tenant Resource Guide** is designed to help tenants understand their rights and responsibilities under the Residential Tenancies Act in both Alberta and Saskatchewan. This guide provides clear, accessible information to help tenants navigate regulations with confidence. In addition to outlining legal rights, the guide offers practical supports and resources to help tenants build successful, stable tenancies.

Through the City of Lloydminster's Social Policy Framework, a series of working groups have been created to assist the community in designated areas of specific needs. The Housing Working Group aims to promote informed, respectful and positive landlord-tenant relationships within the community. The committee consists of local non-profit agencies working in the field of housing and homelessness to address urgent housing needs and to support vulnerable residents experiencing housing instability in our community.

1. The Olive Tree
2. Lloydminster Region Housing Group (AB)
3. Lloydminster Housing Authority (SK)
4. Lloydminster Métis Housing Group (AB/SK)
5. SPARK Foundation of Lloydminster (Women's Shelter)
6. Lloydminster Social Action Coalition Society (Lloydminster Men's Shelter)
7. Residents in Recovery Society
8. Catholic Social Services
9. City of Lloydminster

Please note, the Housing Working Group committee is subject to change.



Welcome

Starting a new chapter in a new home comes with a lot of change, and we're glad you're here.

Lloydminster is a community shaped by the people who live in it. Every resident plays a part in creating safe neighbourhoods, respectful shared spaces, and a place others are proud to call home.

This guide is intended to support you as you settle in. It includes important information about living in Lloydminster, from understanding your responsibilities to accessing services and staying safe in your home.

We encourage you to keep this guide for future reference and use it whenever questions come up along the way.

On behalf of the Housing Working Group and City of Lloydminster, welcome. We're excited to have you in the community.



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Emergency Contact List

Ambulance, Fire, RCMP, Emergency 911

Electrical Power Emergency

ATCO Electrical 24/7 Emergency Line 1-800-668-5506

SaskPower 24/7 Emergency Line 1-888-355-5589

Natural Gas Emergency

ATCO Gas 24/7 Emergency Line 1-800-511-3447

Medical 24/7 Professional Health Advice

Healthline (SK) 811

Health Link (AB) 811

Medical Emergency 811

Suicide Crisis Helpline 988

Poison Control

Alberta (AB) 1-800-332-1414

Saskatchewan (SK) 1-866-454-1212

City of Lloydminster

After-Hours Assistance 780-872-5418
(water breaks, sewer backups, utility disruption, etc.)

Bylaw 780-874-3710



Landlord

(Name/Company)

(Phone Number)



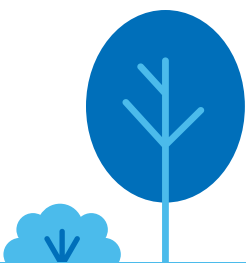
Additional Contacts

(Name/Company)

(Phone Number)

(Name/Company)

(Phone Number)



I. Tenant Rights and Responsibilities – AB & SK

This guide summarizes the Residential Tenancies Acts in Alberta (AB) and Saskatchewan (SK). While both legislations protect tenants and landlords, there are some differences depending on the province.

	Alberta	Saskatchewan
A. General Tenant Responsibilities	<ul style="list-style-type: none">• Pay rent on time.• Keep your unit clean.• Prevent damage beyond normal wear and tear.• Be considerate of neighbours.• Follow the terms of your rental agreement unless they conflict with provincial law.• Move out when the lease ends, unless it's renewed.• Report repairs or maintenance issues promptly to your landlord.	
B. Security or Damage Deposits	<ul style="list-style-type: none">• Maximum deposit is one month's rent.• Must be kept in a trust account with annual interest paid to you.• Refund or written statement must be provided within 10 days after moving out.• Deductions may be made for unpaid rent, insufficient cleaning or damages beyond normal wear and tear.	<ul style="list-style-type: none">• Maximum deposit is one month's rent.• Must be deposited in a trust account.• Interest rules may differ. Check with Office of the Residential Tenancies (ORT) for current rates.• Refund will be provided after moving out.• Deductions may be made only for unpaid rent, insufficient cleaning or damages beyond normal wear and tear.

C. Move-in and Move-out Inspections

Both provinces require written inspection reports before you move-in and after you move-out. The report documents the unit's condition and helps determine how much you get back from your deposit.

- Move-in Inspection: Protects you by recording the unit's condition before you take possession.
- Move-out Inspection: Determines if any damage occurred during your tenancy beyond normal wear and tear.
- Damage Deposit: May be withheld if repairs or cleaning is required due to tenant damage or neglect.
- Always keep a copy of both move-in and move-out inspections for your records.

D. Repairs and Maintenance

There are specific duties for repairs and maintenance for landlords and tenants.

Landlords

- Provide a safe, clean and habitable home.
- Make necessary repairs to meet health, safety and building standards.
- Maintain essential services including heating, plumbing and electricity.

Tenants

- Keep the unit clean.
- Repair any damage you or your guests caused.
- Replace light bulbs, fuses and sometimes furnace filter (refer to your lease agreement).
- Report problems promptly before they become serious.

E. Right to Privacy and Landlord Entry

- | | |
|---|---|
| <ul style="list-style-type: none"> • Landlords must give 24 hours' written notice before entering for inspections, repairs or showings. • Landlords can only require entry between 8:00 a.m. and 8 p.m., unless otherwise agreed upon. • Emergencies allow for immediate entry without notice. | <ul style="list-style-type: none"> • Landlords must give 24 hours' written notice before entering for inspections, repairs or showings. • Landlords can only require entry between 8:00 a.m. and 8 p.m., unless otherwise agreed upon, and must not be on a Sunday if that is tenant's day of religious worship. • Emergencies allow for immediate entry without notice. |
|---|---|



F. Ending a Tenancy

Both provinces allow landlords to end tenancies for the following reasons:

- Non-payment of rent.
- Significant damage to the property.
- Illegal activities.

Tenants have the ability to end their tenancy. Refer to your personal lease agreement to confirm notice periods and how to notify your landlord.

G. Rent Increases

Standard Expectations

- No rent increases are permitted during a fixed term, unless agreed upon in writing.
- For periodic tenancies, landlord must wait 365 days between increases.
- Written notice is required;
 - 3 months prior to increase for monthly renters.
 - 12 weeks prior to increase for weekly renters.
 - 90 days prior to increase for other renting types.
- There is no limit on amount of rent increase.

Exceptions or Special Cases

- Some non-profit or government subsidized housing uses income-based rent formulas with different regulations.

Standard Expectations

- No rent increase is permitted in a mid-fixed term agreement, unless agreed upon in writing.
- For periodic tenancies, rent may increase every 12 months.
- Written notice is required;
 - 6 months prior to increase for landlords who are member of the Saskatchewan Landlord Association Inc. or the Network of Non-Profit Housing Providers of Saskatchewan Incorporated.
 - 12 months prior to increase for non-members.
- There is no limit on amount of rent increase.

Exceptions or Special Cases

- Housing Program Tenancies (rent tied to income) may permit increases when tenant income changes.



H. Dispute Resolution

- For dispute resolution, refer to the Residential Tenancy Dispute Resolution Service (RTDRS). Call 780-644-3000 or email rtdrs@gov.ab.ca
- If no resolution is met through RTDRS, Alberta court systems may be contacted.

- For dispute resolution, refer to the Office of the Residential Tenancies Act (ORT). Call 1-888-215-2222 or email ort@gov.sk.ca

I. Practical Tenant Tips

- Be sure to keep copies of all letters, notices and inspection reports until housing contracts are terminated and any disputes are rectified.
- Try to resolve conflicts directly and politely before seeking formal action.
- Put all repair requests or complaints in writing with complete information including dates, times, requests, landlord response and follow up solutions.
- Check your insurance policy. Many policies require someone to check your unit if you're away for more than a few days.



II. General Information

A. Guests and Roommates

Overnight guests are welcome occasionally, but:

- Guests should not become long-term occupants without the landlord's approval.
- You may or may not be allowed to have other individuals move-in who are not listed on your lease agreement, please consult your landlord and rental agreement.
- You must request permission from the landlord and follow all application and screening procedures.
- Unauthorized occupants may violate your rental agreement.

B. Insurance Requirements

Alberta	Saskatchewan
<ul style="list-style-type: none">• Tenants should obtain Renter's Insurance (also called Tenant or Contents Insurance) to protect personal belongings and provide liability coverage in case of accidents or damages.	<ul style="list-style-type: none">• Insurance coverage similar to the Renter's or Tenant Insurance is strongly recommended and often required by landlords.
<ul style="list-style-type: none">• Extended absences: If you leave for more than a few days, you will need someone to check your unit regularly. Insurance companies often require this to maintain coverage for water leaks or other issues while the tenant is away.	

C. Pets and Service Animals

Pets and service animals are subject to landlord and rental agreement discretion. Please contact your landlord prior to bringing the animal into your unit.

Service Dog vs. Emotional Support Dog

- A Service Dog is a canine whose presence and training mitigates the effects of a person's disability. These dogs can help a person with vision disabilities or complex medical needs navigate the community with confidence.
- Emotional Support Animals do not hold the same certification or status as Service Dogs as they do not receive specialized training to perform specific tasks that support people with disabilities.

Information taken the Canadian Association of Professional Dog Trainers.

For more information, visit <https://capdt.ca/service-dogs/>



III. Maintenance

A. Basic Home Maintenance for Tenants

Tenants are responsible for routine tasks to keep their home safe and functional. The following are examples on some routine tasks that should be completed:

- **Furnace filters:** change every three to four months, or as recommended by your landlord.
- **Smoke and carbon monoxide detectors:** test monthly, replace batteries annually and notify the landlord immediately if devices are not working properly.
- **Dripping faucets:** turn off the water supply and report the issue to the landlord. Some minor repairs may be done by the tenant if agreed upon in advance.
- **Electrical outlets:** Avoid overloading electrical outlets or utilizing extension cords where possible to reduce the risk of fire.

Ask your landlord for instructions if you are unsure any of the above tasks.

Good Tenant Practices

1. Follow your lease agreement and policies for a positive rental experience. Review your lease every three months, or whenever you have questions regarding your tenancy. ✓
2. Save your monthly rent funds before the due date. Pay your rent on time or before the 1st day of each month. ✓
3. In the event that you are unable to pay rent on time, make alternative arrangements with the landlord before rent is due. ✓
4. Keep your rental unit in a clean and sanitary condition and be careful not to damage the unit through negligence or willful act. ✓
5. If tenancy is based on income-support, promptly report any changes in household income or family composition. ✓
6. Always meet the terms and conditions of your lease and attached schedule. ✓
7. Be considerate and respectful of other tenants and/or residents of the neighbourhood or community. ✓
8. Promptly report emergencies or maintenance service requests with your landlord. ✓
9. Respect your neighbour's privacy, be mindful of noise levels, keep your yard or hallways clean and safe, etc. ✓
10. Communicate with your landlord if you have any concerns regarding your rental experience. ✓

B. Household Management

Managing a household can be overwhelming sometimes, but it is possible to balance life. The first step in doing so is maintaining a good relationship between the tenant and the landlord. Often lease agreements include tenant guidelines and/or instructions on how to manage a rental home. It is important to read through and understand any clauses written within the lease agreement prior to signing and moving in.

Additionally, an organized and maintained home is a good source of comfort and mental health management. As a tenant, you should consider your place as your own and keep it clean, safe and comfortable to live in.

C. Cleanliness and Household Safety

Keeping your home clean and organized doesn't need to be overwhelming. Creating a daily, weekly or monthly checklist will help provide structure to your household.

Recommended Cleaning Tasks		
Daily	Once a Week	Once a Month
<ul style="list-style-type: none"><input type="checkbox"/> Take out the trash when it is full or producing an odour.<input type="checkbox"/> Unload your dishwasher promptly to reduce odour.<input type="checkbox"/> Clean your countertop with soap/disinfectant and water.	<ul style="list-style-type: none"><input type="checkbox"/> Wash your hand towels.<input type="checkbox"/> Clean the toilet.<input type="checkbox"/> Sweep the floor.<input type="checkbox"/> Vacuum the carpets.<input type="checkbox"/> Wash your clothes and remove them from the washer right away.<input type="checkbox"/> Tidy and disinfect your bathroom counters.<input type="checkbox"/> Tidy your unit, remove all clutter and remove items from floors.<input type="checkbox"/> Check and empty your mailbox regularly.	<ul style="list-style-type: none"><input type="checkbox"/> Wash the floors.<input type="checkbox"/> Clean the tub and shower.<input type="checkbox"/> Wash your bedroom sheets and bedding.<input type="checkbox"/> Clean the microwave.<input type="checkbox"/> Disinfect door knobs and highly touched surfaces.

Tenant information packages, typically provided upon signing a lease agreement, include instructions on how to maintain your unit, along with details about safety features including fire alarm, carbon monoxide monitor (if available), fire extinguisher location, fire exit location, etc. Always communicate with your landlord if there are major repairs to be done.

To keep children and pets safe, make sure to put child locks or other child safety measures on cupboards that contain chemicals or cleaning supplies. If a child ingests any chemical, call Poison Control immediately at 1-800-332-1414 (AB) and 1-866-454-1212 (SK).

Remember to never remove the labels on cleaners or chemicals, and to always read and follow instructions on labels. Do not mix or re-bottle any cleaning supplies.

D. Infestations

Infestation is the presence of a large number of insects or animals like lice, mice, rats, bed bugs, ticks, fleas, cockroaches or others that typically cause damage and/or disease(s) in the place that they are living.

Lice

Head lice are tiny insects that live on the scalp, where they lay eggs. Head lice do not spread diseases, nor do they mean you are not clean.

How do they spread?

Head lice spread easily, especially where people are in close contact.

They are very common among school-aged children or children in childcare.

- Head lice spread throughout direct hair-to-hair contact or indirectly by sharing hats, combs, hairbrushes and headphones.
- Head lice don't fly or hop, but crawl very quickly.
- Lice that live on people are different from those that live on cats or dogs. People cannot get head lice from animals.

How do you know you have head lice?

While it is possible to have lice without any symptoms, the most common sign is an itchy scalp. While itchy scalps can mean a variety of things, it is important to examine your scalp if you, or your child, experience itchiness or was exposed to head lice. Check again once a week for two weeks as a preventative measure.

How do you check for head lice?

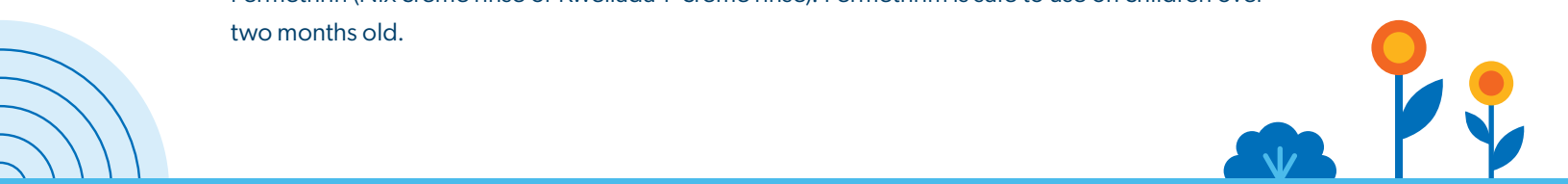
Look carefully through the hair for live lice and nits. Typically, there will be no more than 10 to 20 live lice per head and are commonly found very close to the scalp and at the bottom of the neck or behind the ears. Start by parting small sections of hair. Check the entire head daily for one week. Lice move fast and can be difficult to see, good lighting and a magnifying glass are good resources.

How can you treat head lice?

Do not treat anyone with a head lice product unless you find live lice in their hair. If someone in the house has lice, check all family members. If you are unsure about treatment, please contact your family doctor or the Health Link (AB) or Healthline (SK) at 8-1-1.

Head lice can be treated in a variety of ways:

1. **Insecticides:** In Canada, 2 insecticides are approved to treat head lice:
 - Pyrethrin (found in R&C shampoo and conditioner). Pyrethrin is safe to use on children over two years old.
 - Permethrin (Nix creme rinse or Kwellada-P creme rinse). Permethrin is safe to use on children over two months old.



How to apply insecticides:

- Follow package directions carefully.
- Don't leave the shampoo or rinse in the hair longer than directed.
- Rinse hair with cool water after the treatment. It's best to rinse over a sink, not in the bath or shower, so that other body parts don't come in contact with the product.
- Repeat the treatment after seven to 10 days, in case new lice hatched from the nits.

These treatments can sometimes make the scalp itchy or can leave a mild burning feeling. If your child is scratching after treatment, it does not necessarily mean the lice are back.

2. Non-insecticides

- Isopropyl myristate/cyclomethicone (Resultz) should only be used on children four years or older. It dehydrates the lice and they die. Apply to a dry scalp and rinse with warm water after 10 minutes. Repeat after one week.
- Silicone oil dimeticone (NYDA) is not recommended for children under two years old. A second treatment is recommended after eight to 10 days.
- Benzyl alcohol lotion 5% (Ulesfia) is effective against live lice. A second treatment is recommended after nine days.

3. Other treatments

- Some people suggest home remedies such as mayonnaise, petroleum jelly, olive oil, vinegar or margarine. Although these products may make it hard for lice to breathe, they are not an effective tactic for killing them.
- There is little evidence that wet combing (removing lice by combing wet hair with a fine-tooth comb) works all on its own.
- There is no evidence that products such as tea tree oil or aromatherapy work to treat head lice.
- Never use gasoline or kerosene. These products can be extremely dangerous.

Information taken from Caring for Kids. For more information, visit www.caringforkids.cps.ca/handouts/health-conditions-and-treatments/head_lice



Bedbugs

Bedbugs are small, wingless insects that feed on blood of people and animals while they sleep. They are easily moved from room to room on infested objects. Bedbugs cannot easily climb metal or polished surfaces and cannot fly or jump.



Bedbugs are typically between 1.5 to 10 mm. They are brown-ish red, have an oval, broad, flat body and a short, broad head. Bedbug eggs are white, about 1 mm long, and are almost impossible to see on most surfaces. The eggs have a sticky coating and are laid in cracks and crevices, behind woodwork and other hidden locations. They hatch in six to 17 days.

How do you prevent an infestation?

Prevention is the key to avoiding bedbug infestations in your home. To reduce the chances of an infestation, follow these steps:

- Reduce places where bedbugs can hide.
- Be careful about what you bring into your house or buy.
- Check your home regularly for bedbugs.
- Regularly check your bed and clean all bed linens and pillows.
- Check furniture for bedbugs.

How to get rid of bedbugs?

Bedbugs are very hard to get rid of. If you do have bedbugs, it is strongly recommended that you hire a licenced professional pest control operator.

If your rental unit has bedbugs, you should tell your landlord right away. Tenants who have bedbug-related issues should speak with a public health officer for help in dealing with the infestation. Individuals living in multi-unit dwellings may be asked to prepare their units for inspection or bedbug treatment. Please consult the landlord or pest control operators for specific instructions.

Professional pest control operators can use a variety of tools to control bedbugs. These include liquid insecticide sprays, aerosol insecticide sprays, insecticidal dusts, diatomaceous earth, pressurized carbon dioxide snow, and steam and heat treatments. Whichever treatment is used, it will only be effective if physical control methods and preventative measures are used together.

Physical Control Methods

Physical methods of controlling bedbugs include steam cleaning, vacuuming, heating, freezing, washing and disposing of items. Steam cleaning should be done before vacuuming, as the steam will flush any bedbugs not killed out of hiding. Heat treatments should be left to the professionals.

1. Steaming, washing and discarding items

- Infested (but intact) mattresses, upholstery and plush items that cannot be washed with hot water and detergent should be steam cleaned. Bedbugs die at 50°C and steam cleaners generally emit steam at a higher

temperature, low or dry steam cleaners are recommended. Steam will only kill the bedbugs that it reaches, move the steam cleaner slowly to maximize depth. Avoid excess moisture, which could lead to mould.

- Place small non-washable items and dry-clean-only items in a hot dryer for 30 minutes or more.
- Wash mattress pads, bedding, bed skirts, infested clothes, curtains and other textiles in hot water and dry them on the hottest dryer setting. Store clean, dry items in light-coloured, sealed heavy duty plastic bags or plastic storage bins with secure lids to avoid infesting other areas.

2. Vacuuming

- Bedbugs cling to wood and fabric, and their eggs are cemented to the surface where they were laid. Using a stiff brush attachment, a back-and-forth scraping motion on the surface of the mattress, and a nozzle for the seams and crevices, carefully vacuum all sides to remove bedbugs and eggs. This includes the mattress, box spring, bed frame, baseboards, non-washable furniture cushions, any rugs and carpeting, around heating units and baseboards, and the inside and underneath all drawers and furniture.

3. Using pesticides and pest control products

Each available pesticide comes with a detailed label that explains how to use the product safely, which pests it controls, where it can be applied, and how to apply it properly. To see if a pesticide has been registered for use in Canada, check the label for a Pest Control Products (PCP) registration number. If the product label does not have a PCP registration number, do not buy or use it.

Follow these precautions when using pesticides:

- Carefully read the label before buying or using pesticides, so you can determine which products are appropriate for your situation and ensure you use the product safely.
- Use only pesticides registered by Health Canada and only as directed on the label.
- Do not use pesticides on baby cribs, playpens or toys.

Information taken from the Government of Canada. For further information, visit www.canada.ca/en/health-canada/services/pest-control-tips/bedbugs-what-are-they.html



List of Professional Pest Control Operators in Lloydminster

1. Pest Control Guru (AB): 587-805-3323
2. Poulin's Pest Control (AB): 780-477-1671
3. Poulin's Pest Control (SK): 306-242-5229
4. Scat! Pest Control (AB and SK): 780-871-1612

IV. Money Management

When it comes to building your monthly budget, the numbers you need to know include your net income (your earnings after tax and deductions) and expenses. Tracking expenses is the best way to get to know your spending and prepare for unexpected emergencies.

Expense tracking is key to:

- Establishing a savings account.
- Understanding where your money is spent.
- First step in creating a realistic financial plan.

Budgets aren't typically jeopardized by unexpected, large ticket items. They are broken by small purchases that we're not paying attention to, such as morning coffees, buying lunch everyday, drive-thru meals, etc.

Find a budget tracking method that works for you (paper and pen, smartphone app, collecting receipts, using a spreadsheet), and try it for a few months. If you're overwhelmed, simply track a few key categories to start, like eating out, entertainment or groceries and then grow into a more inclusive analysis. The key to successful budget tracking is to regularly review your spending and financial goals.

Expense Tracking Tips

1. **Use an expense tracking booklet:** A booklet small enough to carry with you in your purse or pocket makes tracking easier. When you spend money, include it under a designated category.
2. **Request receipts:** Label envelopes with various expense categories such as gas, groceries, utilities, entertainment, etc. Put the receipts in labelled envelopes and calculate the totals at the end of the week and the month to see where your money is going.
3. **App or software:** Tracking expenses using computer software or a phone application (app) may be more appealing to someone on the go where input can be done simultaneously while paying and analysing is completed for you.

Planning Your Budget

1. Write down your typical monthly income for each month.
2. Write down your expenses (fixed, variable and savings). Don't forget about the seasonal and irregular expenses such as dentist appointments, school supplies, oil changes or vehicle maintenance, etc.
3. Subtract your expenses from your income. If you have a shortfall, then it is time to rethink your income, expenses, or maybe both.



Planning for the Unexpected

Unexpected financial bumps happen, and can be small inconveniences, serious emergencies, or all-out catastrophes. These bumps can create a lot of stress if they are not prepared for. With little pre-planning, these are a few strategies that can help prepare for the unexpected:

1. **Avoid crises by pre-planning:** Setting aside money each month for emergency expenses will go a long way in being prepared. For example, saving \$50/paycheque x 26 paycheques = \$1,300 in one year.
2. **Sidestep a crisis:** Ask yourself if the financial crisis needs to be dealt with immediately or if it can wait.
3. **Deal head-on with the crisis:** Deal with the financial crisis immediately, find ways to trim your budget (e.g., not eating out, less shopping, smaller allowances, etc.). If the expense is large, you may need to take extreme measures temporarily to solve the funding issue, such as eliminating any unnecessary expenses for a month. Short-term belt tightening is doable if you work to stay committed to your goals.



Planning Worksheet

For the month of:	Budgeted Amount	Week 1	Week 2	Week 3	Week 4	Week 5
Pay dates:						
CASH BALANCE IN BANK ACCOUNT (A)						
INCOME						
Wages/pension						
Second Income						
Child Tax Benefit						
Support Payments						
Others						
TOTAL INCOME (B)						
EXPENSES						
Rent/Mortgage/Strata Fees/Property Taxes						
Utilities						
Phone/Cellphone(s)						
Cable/Internet						
Household Expenses						
Daycare						
Lunches/Coffee Breaks						
Other work-related expenses						
Groceries						
Transportation (fuel, parking, transit, tax)						
Vehicle Insurance						
Provincial Medium Premiums						
Health care expenses						
Life Insurance						
Clothing						
Tobacco/Alcohol/Cannabis/Vaping						
Recreation						
Eating out						
Entertainment						
Personal spending						
Children's lessons/activities						
Other living expenses						
Savings for seasonal expenses						
Loan and debt payments						
Other savings						
TOTAL EXPENSES (C)						
CLOSING BALANCE (A + B - C)						

Information taken from Credit Counselling Society. For more information, call 1-888-527-8999 or visit their website at www.nomoredebts.org.

V. Bylaws

Bylaws are local laws created by the City of Lloydminster Council to govern various aspects of community life and safety. Information regarding City of Lloydminster Bylaws can be found by visiting www.lloydminster.ca/bylaws.

Please note that Bylaws are updated regularly. Please ensure you are complying with the most up-to-date information.

A. Community Standards Bylaw

Yard Maintenance

- Yards must be kept clean and tidy, with grass cut to an acceptable level. Responsibility for this may differ based on your rental agreement, but it does require the tenant or landowner to maintain the appearance of the property.

Noise

- While there is no enforced quiet time, it is recommended that noise levels be minimized during evening hours for consideration of your neighbours. Noise complaints from within your apartment should first be directed to your landlord, and then to the City if no improvement is made.

Snow Removal

- Snow and Ice on sidewalks must be removed within 72 hours. Responsibility for this may vary under your rental agreement, but it does require the tenant or landowner to maintain public walkways and sidewalks.

B. Animal Control Bylaw

General Provisions

- Animals must be tagged with the owner's name and contact information when in public.
- Owners are responsible for maintaining control of their pets.
- Other provisions, such as the permitted number of animals, can be found within the Bylaw.



VI. Report a Concern or Crime

Report a Concern

Report a Concern is a digital tool for residents to communicate matters of safety, cleanliness, infrastructure issues and general maintenance with the City of Lloydminster.

- For urgent matters during regular business hours, call Bylaw at 780-874-3710.
- For water main breaks or other water emergencies, roadway hazards or emergencies, or urgent facility issues outside regular business hours, call 780-872-5418.
- Submit your concern at: www.lloydminster.ca/ReportAConcern

Report a Crime (Crime Stoppers)

Crime Stoppers provides citizens with an opportunity to anonymously supply the police with information about a potential crime they are aware of.

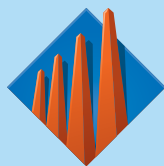
Crime Stoppers Alberta

- Call 1-800-222-8477 or submit a tip online at www.crimestoppers.ab.ca

Crime Stoppers Saskatchewan

- Call 1-800-222-8477 or submit a tip online at www.saskcrimestoppers.com





LLOYDMINSTER

Disclaimer

The Lloydminster Tenant Resource Guide is a compilation of information and resources intended to support tenants in being successful in their housing in Lloydminster, covering information relevant to both Alberta and Saskatchewan.

This guide does not provide legal advice. Housing laws and programs may change, and information may differ between provinces. While this guide includes general information about tenant responsibilities related to housing stability and issue resolution, tenants should seek legal clarification or dispute resolution through the appropriate provincial offices. For dispute resolution:

- **Alberta:** Contact the Residential Tenancy Dispute Resolution Service (RTDRS) at 780-644-3000.
- **Saskatchewan:** Contact the Office of the Residential Tenancies Act (ORT) at 1-888-215-2222.

Every effort and the best intentions were made to ensure the information in this guide is accurate and helpful at the time of publication; however, the Lloydminster Housing Working Group does not guarantee completeness or ongoing accuracy and is not responsible for outcomes resulting from the use of this information.

This guide is not for sale and is provided FREE of charge for all Lloydminster residents. Recommendation updates and changes for future publication may be emailed to fcss@lloydminster.com.

This resource guide can be found online at [Lloydminster.ca/Tenant](https://lloydminster.ca/Tenant).

This guide was created by the Lloydminster Housing Working Group, with support from the City of Lloydminster. It is provided for general informational purposes only.

**Information included is subject to change.*

