



Employee Housing Handbook

This handbook is designed to provide you with essential information about your accommodation, policies, and resources available to ensure a comfortable and positive living experience during your stay.

Our goal is to create a safe, respectful, and supportive environment where everyone feels at home.

What You'll Find in This Handbook:

- **Housing Policies and Procedures:** Guidelines to help you understand your rights and responsibilities while living in employee housing.
- **Community Standards:** Expectations for maintaining a positive living environment, including rules on noise, guests, and shared spaces.
- **Health and Safety:** Important information on emergency procedures, safety protocols, and resources to keep you safe.
- **Maintenance and Services:** Details on how to report maintenance issues, request services, and what to expect from our housing team.
- **Living in [Location]:** Tips and information on making the most of your time in [Location], including local amenities and transportation options.
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Please take the time to read through this handbook carefully. Understanding the guidelines will help foster a positive experience for you and your fellow residents.

If you have any questions or need further assistance, don't hesitate to reach out to our housing team. Thank you for choosing to be part of the Caribou family. We look forward to making your stay enjoyable and rewarding.

Table of Contents	
Overview	3
Move in Appointment.....	4
Room Assignments	4
What is included?	4
Criminal Record Check (CRC) For Canadian Citizens or Permanent Residents Only	4
Mail	5
Parking	7
Lockers	7
What to Do If You Get Locked Out of Your Unit	8
How to deal with difficult roommates	9
Procedure for Resolving Problems.....	9
Complaint Resolution.....	10
Report Housing Rule Violations	10
Harassment in Housing.....	11
Loss of Subsidy	12
Getting a new roommate.....	12
Noise.....	12
Common Areas.....	12
Insurance.....	13
Smoking	13
Alcohol and Drug Policy	14
Theft.....	14
Work Absence & Housing	15
Laundry	16
Employee Housing Portal	17
Reporting Maintenance Issues.....	17
Request Items	18
Employee Housing Contacts.....	19
In Case of An Emergency:.....	19

Overview

Banff Caribou Properties offers clean, affordable, and well-maintained housing for over 600 full-time employees at more than 15 locations in Banff and Canmore. Our residences are fully furnished with shared rooms, communal kitchens, and living areas.

Our housing is home to people from many cultures, religions, and backgrounds. We believe that our diversity makes our community special. It is important for us that all residents feel respected. We encourage you to embrace different perspectives and learn from each other. By celebrating our differences, we can build stronger connections.

Being open-minded means respecting different practices, like religious observances, cultural celebrations, or personal preferences. Small acts of kindness, like friendly conversations or offering help, can make a big difference and create a welcoming community.

What to Expect in Employee Housing:

- Clean and affordable accommodation
- Shared responsibility to keep the residence clean
- Weekly checks to ensure cleanliness and maintenance
- The chance to meet people from around the world
- No parties, overnight guests, drugs, or pets allowed

Tenant Eligibility:

To live in employee housing, you must:

- Be a full-time Banff Caribou Properties employee working at least 30 hours per week
- Be 18 years of age or older
- If you are a Canadian citizen or permanent resident, you must provide a clean police record check from the last 90 days

Cost:

- \$12 per day for a bunk bed
- \$17 per day for a twin bed
- \$17 per day each for a couple's room

Security Deposit

A security deposit of \$240 will be taken from your first 6 paychecks in 6 payments of \$40.

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 do our best to meet your requests for roommates, bed setups, or couples' rooms, based on what is available at the time. Please remember that we cannot guarantee specific requests, and rooms are assigned depending on availability. You can make requests when you complete the employee housing application.

Rooms are shared with 2-4 other employees of the same gender. Each room has a small space for clothing, and bathrooms are shared with storage space for toiletries. Please note that rooms may not be suitable for a lot of belongings or large luggage.

For roommate requests before you move in, please add the request when creating your housing profile. If you want to request a room transfer, email staffres@banfflodgingco.com with your name and request details. Room transfers depend 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.

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	\$15.00
Blanket	\$25.00
Towel	\$7.00
Fitted Sheet	\$15.00
Flat Sheet	\$15.00
Pillow Case	\$3.00

Criminal Record Check (CRC) For Canadian Citizens or Permanent Residents Only

Before or at your move-in appointment, you must show a clear CRC or proof of payment/receipt. You can complete your CRC in your hometown before coming to Banff, as long as it is less than 6 months old. A CRC usually takes about 7 days to process but can sometimes take longer.

If you plan to get a CRC from Banff RCMP, follow these steps:

Option 1: By Email

- Complete a [Criminal Record Fillable Form](#).
- Send the form and two pieces of non-expired, government-issued ID to banff.police@rcmp-grc.gc.ca.

Option 2: In Person

- Go to the Banff RCMP at 335 Lynx St, Banff, AB T1L 1K3 (open Mon-Fri, 8:30 am - 4:00 pm).
- Bring \$40 cash and two pieces of non-expired, government-issued ID (e.g., 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) or be registered for General Delivery
- 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.

OR

- Set up General Delivery (free of charge for up to 3 months).
- Bring a piece of government-issued photo ID with you.

Courier and Deliveries

For items delivered from a courier (like amazon, USPS 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.

General

Category:

Requested Items

Item:

Mail Box Key

Weekly Inspections

Over 500 employees live in BLC housing at 15 locations. The residential team does weekly checks of each property to make sure all residents have a clean, comfortable, and safe place to live. It is the responsibility of all residents to keep the property clean and report any maintenance issues. The weekly checks help keep these standards.

There are cleaning schedules posted in every housing location. You must follow your cleaning schedule each week and keep your bedroom and bathroom tidy. If you do not do your weekly chores, you may get a warning, and you could lose your housing 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

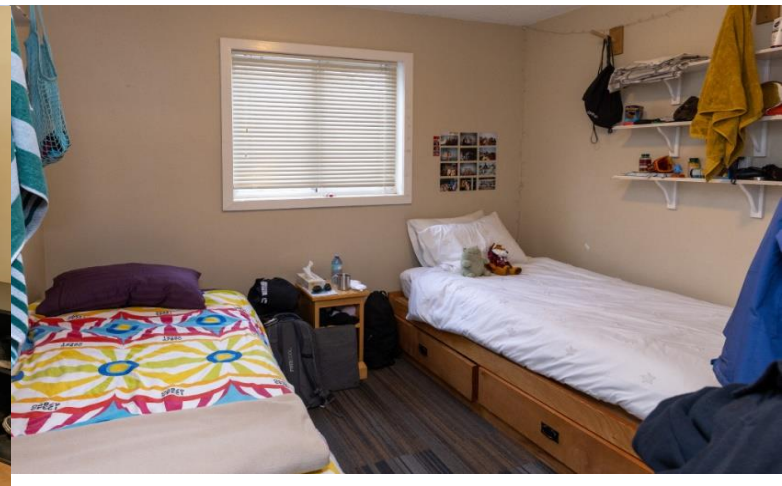
**these days may vary and the housing team has the right to enter the property for inspections*

What happens on Inspection day

The housing team will inspect your room and bathroom to check if assigned chores are done. A team member will knock on your bedroom door before entering. If you are in bed, they will try not to disturb you and will do a quick inspection of your room and bathroom.

If you are away and cannot do your chores, you must tell the housing team that you are absent. The other housemates will need to complete the assigned chores.

If chores are not done, the housing team will give a warning. You can get 2 warnings before losing your housing subsidy.



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.

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

Some employee housing locations have storage lockers. Lockers are assigned on a first come, first served basis. These lockers are big enough for one 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.

What to Do If You Get Locked Out of Your Unit

Step 1: Try These First

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

Step 2: If Step 1 Doesn't Work, Call These Numbers:

- **7 am - 10 pm:** Call the emergency on-call line at 403-760-2200.
- **10 pm - 7 am:** Call Spillett Security at 403-763-7188 or 403-763-7138.

Leave a voicemail with your name, phone number, location, and reason for calling. If you do not get a return call or text within 30 minutes, call again.

For emergencies like fire or personal safety, call 911 directly.

How to deal with difficult roommates

We are fortunate to live in a place with people from over 63 different nationalities. It's important to understand and respect that everyone is different and comes from unique cultural backgrounds. Take time to learn about your housemates and colleagues—where they are from, their experiences, and how they communicate.

Handling Difficult Roommate Situations

If you have a problem with a roommate, it's best to talk to them directly:

- Choose a good time for both of you.
- Share your concerns calmly and respectfully.
- Be clear about how you feel and what you want to happen.
- Speak only for yourself.
- Be respectful.
- Listen to your roommate's side and be open to their feedback.
- Reflect on the conversation.

If you still can't solve the problem after talking, contact the employee housing team.

Communication Tips

- **Discuss Issues Calmly:** Talk about any problems with your roommates in a respectful way.
- **Set Boundaries:** Respect each other's space and belongings.
- **Stay Organized:** Keep your area clean and tidy, and clean up after yourself in shared spaces.

Conversation Starters

If you need to talk about a problem or set a boundary with your roommate, you can use these phrases:

- "I want to talk to you because I really enjoy living with you and want it to stay positive for both of us..."
- "I need to say something that makes me uncomfortable..."
- "I feel uncomfortable when you... Could you please...?"
- "I'm sensitive to smells and this room feels stuffy. Can we air it out during the day and could you do your laundry?"
- "When there's noise after (agreed hours), it disturbs my sleep and makes me stressed. Can you please be quieter?"
- "I have labeled my food. Can you please ask me before using anything of mine?"

Procedure for Resolving Problems

If you're unsure about a situation or how to fix it, you can get advice without making a formal complaint. You can talk to a member of the Housing Team. No one will be treated unfairly for reporting a problem or asking for advice.

Step 1: Talk Directly with the Person(s) Involved

1. Have a private and informal chat at a good time.
2. Clearly and objectively explain the problem.
3. Try to agree on how to solve the issue.

Step 2: If You Can't Solve It or Feel Uncomfortable

If you can't resolve the issue on your own or feel too uncomfortable, speak privately with a member of the Housing Team. If you are not comfortable talking to them or they are not available, you can also talk to any manager you trust.

Step 3: If the Issue Still Isn't Resolved

If you still can't resolve the issue, make an appointment with a member of the Human Resources Team. They will listen to you in confidence and will only act with your permission (unless it is necessary for safety reasons).

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

For major violations contact;

7am-10pm daily Call **403-760-2200**.

10pm to 7am Call **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.

Call **911** for an emergency responder fire, police or ambulance or illegal activities

Harassment in Housing

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 act to address the incident(s).

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.

Creating a Safe Community

We all play a part in making our community safe and free from violence. Our everyday actions help make a difference.

An Upstander is someone who stands up against bad behavior. This can include name-calling, bullying, harassment, or even violence. If you see someone being hurt, an Upstander does something to help. They work to stop bad behavior and support the person being harmed.

Consent is very important in preventing harassment and violence. Consent means an enthusiastic "yes."

If it's not a clear, enthusiastic "yes," then it means "no." Silence, avoiding eye contact, or answers like "Maybe later," "Not tonight," "Let's go to sleep instead," or "Umm..." all mean "no."

Consent can be taken back at any time, for any reason. Always ask for consent before doing something to someone else, like:

- Asking to hug someone or send them a photo.
- Stopping when asked to stop and respecting their decision.
- Not insisting someone have a drink if they don't want to.

Support Available

If something goes wrong or if you feel uncomfortable, get support. The Housing and HR Teams are here to help and can guide you to the right resources. You can also contact them directly.

YWCA	403-760-3200	www.ywca.ca
Alberta Social Services	211	www.211.ca
Emergency Services	911	

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 can have 1 visitor between 10 am and 9 pm. Visitors cannot stay overnight. They are only allowed in common areas and must be with you at all times. Visitors are not allowed in your room or 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.

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](#)

Insurance

It is the Tenant's responsibility to insure their property on the premises against damage or loss due to fire, theft, and any other potential risks.

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.

Alcohol and Drug Policy

Alcohol

- You can drink alcohol responsibly in the indoor common areas of your employee housing unit.
- You cannot drink alcohol in the outdoor common areas.

Cannabis

- You cannot smoke, vape, or grow cannabis anywhere in employee housing.
- You can use cannabis in edible or topical forms inside your housing unit.
- Store your cannabis in a sealed, odour-proof container in your bedroom.
- You cannot sell or buy cannabis anywhere in employee housing.

Illegal Drugs

- You cannot use illegal drugs anywhere in employee housing.
- You cannot have illegal drugs in your possession or keep them in your residence.
- You cannot sell or buy illegal drugs anywhere in employee housing.

Medical Marijuana

- If you have a prescription for medical marijuana, tell the Employee Housing Team. They will help you with any needed changes to your housing based on your doctor's advice.
- Medical marijuana must:
 - Be from a licensed producer you are registered with.
 - Not exceed the allowed amount as per regulations.
 - Be kept in a sealed container that stops odour.
 - Be used in edible or topical forms only. Smoking or vaping is not allowed.

Theft

- The Housing Team will look into thefts. Serious cases will be reported to the police.
- You need to provide proof of theft for the Housing Team to investigate.
- The Housing Team cannot handle thefts related to alcohol or drugs.

Resident Responsibilities

- You are responsible for keeping your personal belongings safe.
- Report any suspicious activity or people to housing management or security right away.

Disciplinary Action

- If you are caught stealing, accessing areas without permission, or involved in other criminal activities, you may face disciplinary action. This could include losing your job and being evicted

To Report Theft contact staffres@banfflodgingco.com

Work Absence & Housing

If you plan to be absent from work for any reason (medical, injury, vacation, leave of absence), your eligibility for employee housing may be affected. Each absence request is evaluated individually. Permission to remain in housing during your absence should not be assumed. Please contact housing via email prior to making your plans:

- 7 days or less: No notice is required.
- 7 days or more: Approval in writing is required from Housing Management.

Duration of Leave:

- **Peak Season (April to October):** Absences are limited to a maximum of 10 days. If your absence exceeds 10 days, you will need to move out for the duration of your leave.
- **Low Season (November to March):** Absences of up to 30 days may be permitted, based on housing availability.

Housing Options During Leave:

- **Move Out:** You may be required to move out during your leave and move back in when you return.
- **Remain in Housing:** You may request to stay in housing if it's available and you meet the eligibility conditions below.

Eligibility Requirements to Remain in Housing:

If you are requesting to remain in housing for a leave of more than 10 days, you are required to meet the below eligibility requirements.

- Have met the minimum 30 hours per week requirement for the last 90 days.
- Plan to return to full-time work after your leave.
- Be an active tenant/employee for at least 90 days in good standing.
- Have funds to pay rent in advance before your leave.

Rent Payment:

- Rent must be approved by Payroll and paid in full prior to your absence.

Considerations when Moving Out During Leave of Absence:

- You may be relocated to a different unit upon your return, depending on business and housing needs.
- Tenants are responsible for storing their belongings during any absence; no storage is available for personal items, vehicles, etc.

For any questions or further clarification, please contact the Employee Housing Team.

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:

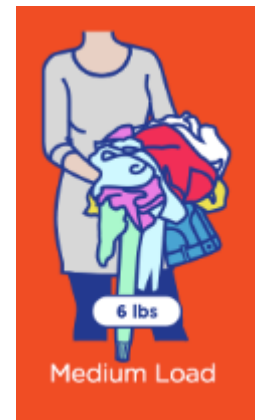
- ✓ Enough Loonies (\$1 coins) for the number of loads you plan to do
- ✓ Washing Detergent & Dryer Sheets
- ✓ A basket / bag to tote your laundry to and from

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

The Employee Housing Portal is an online platform where you can manage various aspects of your employee housing. Through this portal, you can:

- **Update Personal Information:** Make changes to your contact details or other personal data.
- **Find Your Housing Contract:** Access and review your housing agreement.
- **Find the Employee Housing Handbook:** View and download the handbook for important information and guidelines.
- **Submit Maintenance and Item Requests:** Report any issues with your accommodation or request items needed for your housing.

This portal is a central tool for managing your housing needs and staying informed about your living arrangements.

My Details

In this section you are 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

It is important that all maintenance issues are reported immediately.

General Maintenance Requests to be report using the portal;

- Replace window screen
- Wall or furniture damage
- Interior door lock broken
- 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 **403-760-2208 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

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** 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 **ALabel@banfflodgingco.com**



Employee Housing Contacts

Opening Hours:

Monday – Friday (September -April): 9:00 am - 4:30 pm

Monday – Saturday (May-Sept): 9:00 am - 4:30 pm

Sunday: Closed

Email: staffres@banfflodgingco.com

Phone: 403-760-2200

Office Address: 407 Beaver Street, Banff, Alberta, T1L 1C2

In Case of An Emergency:

From 7 am to 10 pm call 403-760-2208

From 10 pm to 7 am call 403-763-7188 or 403-763-7138

Fire, Ambulance, Illegal Activity, call 9-1-1