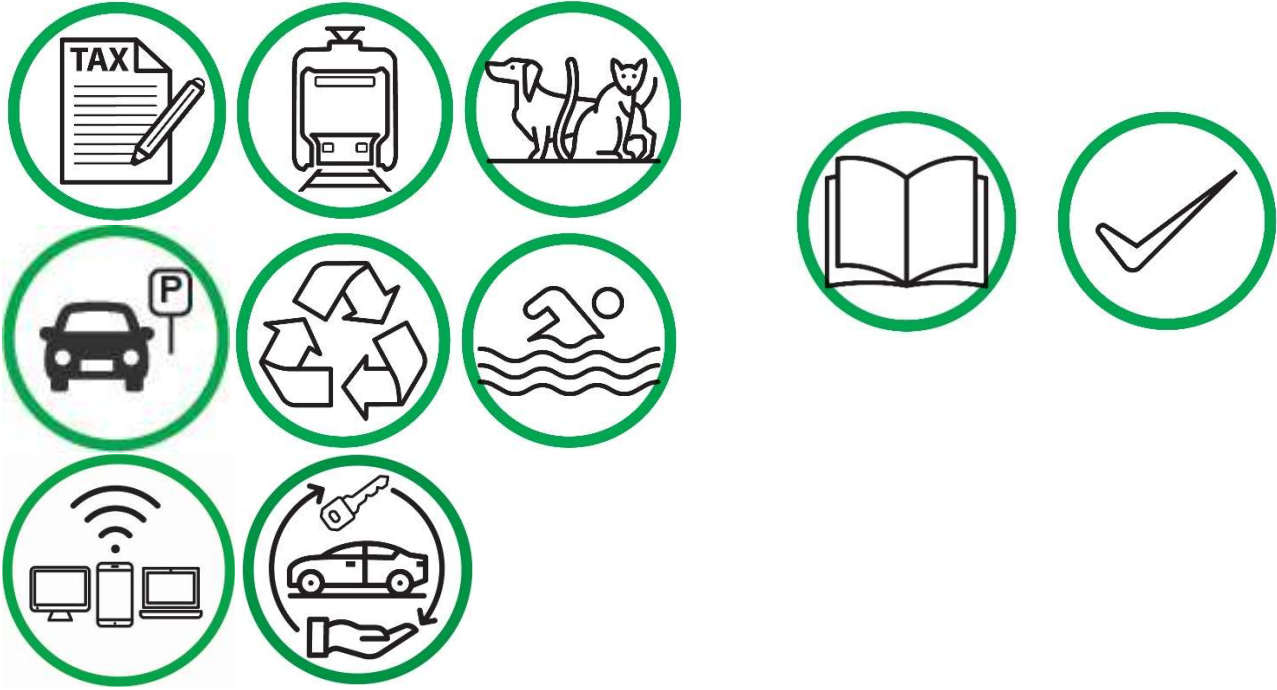
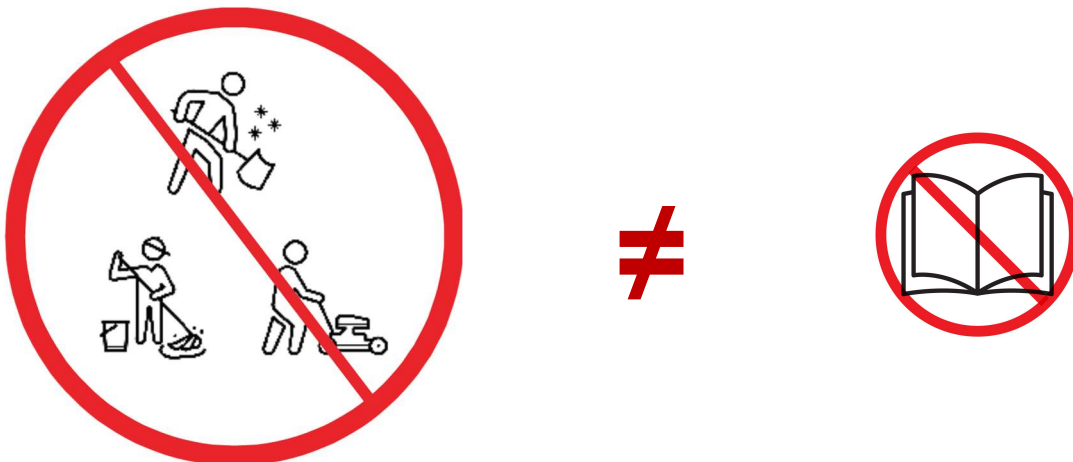


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**Note: If you are seeking information about the Seniors Services Home Maintenance program please refer to the FAIR ENTRY: SENIORS SERVICES HOME MAINTENANCE PROGRAM INFORMATION GUIDE as there are different processes that pertain to that program.**





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## GENERAL INFORMATION ABOUT FAIR ENTRY

### What is Fair Entry?

Fair Entry is an application process for City and partner subsidized programs and services. This process will assess your income eligibility, Calgary residency and age, in certain circumstances, for multiple City and partner subsidy programs with one application.

### How does Fair Entry help?

- You may qualify for, and learn about, City of Calgary and partner programs and services.
- You only have to demonstrate your income situation and provide proof of your current Calgary residential address once annually if you are accessing any program other than the Seniors Services Home Maintenance (SSHM) program. Refer to the Fair Entry: SSHM Information Guide for further details pertaining to that program.
- Translators are available at each site if English is not your preferred language.

### How do I give you my application?

- **Mail** your application to:  
The City of Calgary, Fair Entry #8064, P.O. Box 2100 Station M Calgary, AB T2P 2M5;
- **Fax** your application to: 403-268-2596;
- **Apply Online** at [Calgary.ca/fairentry](https://calgary.ca/fairentry);
- **Apply In-person** at the following locations:

In Person Locations		
<b>Municipal Building</b> 800 Macleod Trail S.E. 3 <sup>rd</sup> floor up the escalator Mon-Fri 8:00 – 6:00	<b>Village Square Library</b> 2623 56 Street N.E. Mon-Thur 9:00 – 9:00 Friday 9:00 – 6:00 Saturday 9:00 – 5:00	
Application Drop-Off Locations	Place your application in an envelope with “Fair Entry” on the front (no postage necessary). Your application will be sent to Fair Entry for review.	
North West		
Foothills Aquatic Centre 2915 24 Ave. N.W.	Shouldice AquaticCentre 5303 Bowness Rd. N.W.	Sir Winston Churchill Aquatic & Recreation Centre 1520 Northmount Dr. N.W.
Thornhill Aquatic & Recreation Centre 6715 Centre St. N.	Seniors Services Home Maintenance, North Office 6617 Centre Street N.E.	
South West		
Canyon Meadows Aquatic & Fitness Centre 89 Canova Rd. S.W.	Glenmore Aquatic Centre 5330 19 St. S.W.	Killarney Aquatic & Recreation Centre 1919 29 St. S.W.
Southland Leisure Centre 2000 Southland Dr. S.W.		



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North East		
Renfrew Aquatic & Recreation Centre 810 13 Ave. N.E.	Village Square Leisure Centre 2623 56 St. N.E.	
South East		
Acadia Aquatic & Fitness Centre 9009 Fairmount Dr. S.E.	Animal Services Centre 2201 Portland St. S.E.	Bob Bahan Aquatic & Fitness Centre 4812 14 Ave. S.E.

**How long will it take to access the subsidy program I want if I am approved for Fair Entry?**

<b>Subsidy Program</b>	<b>After Fair Entry approval</b>
Calgary Transit-Low Income Youth and Adult Monthly Passes provided on a sliding scale	As soon as you are approved through Fair Entry, your transit pass can be purchased online, in-person, or through the My Fare. Call Calgary Transit at (403) 262-1000 or visit <a href="http://www.calgarytransit.com">www.calgarytransit.com</a> online to find a low-income transit sales centre.
Calgary Transit Low-Income Seniors Yearly Pass	As soon as you are approved through Fair Entry, your transit pass can be purchased through mailing a cheque, payment, in-person or online. Call Calgary Transit at (403) 262-1000 or visit <a href="http://www.calgarytransit.com">www.calgarytransit.com</a> online to find a low-income transit sales centre.
Recreation Fee Assistance	As soon as you are approved through Fair Entry, your Recreation Fee Assistance Cards can be picked up at any Calgary Recreation leisure centre or aquatic centre.
No Cost Spay/Neuter	<b>Please Note:</b> Due to high demand for The City's spay and neuter programs and services, applicants for this program will experience up to a six month wait time for surgery. Applicants will be contacted when The City is able to schedule the surgery. We are continuing to accept new applications.
Seniors Services Home Maintenance	You will be contacted by the SSHM program within 30 business days to further assess additional screening requirements set by the province before approval for home maintenance services is established.
Property Tax Assistance	The program opens June 1 annually and closes Dec 31. Within six weeks of the program opening you will receive a Statement of Account confirming whether you are eligible for a rebate and outlining how it will be applied to your tax account.
Calgary Parking Low-Income Market Permit	Once approved for Fair Entry, you must apply for a Calgary Parking Market Permit. Once the application is approved, the permit will become active on the first day of the following month if payment is successful.
High-Speed Low-Cost Internet and other telecom services	Once approved for Fair Entry, contact the Connected for Success Customer Solutions team directly at <b>1-888-793-2441</b> . The specialists are available Monday to Friday from 9am to 6pm, or Saturday and Sunday from 9am to 5pm. You will be asked to share information from the following documents: 2 pieces of government issued ID (Driver's license, passport, etc.) Your postal code and phone number used on your Fair Entry application.
Calgary Parking Impound Storage Support	Once approved for Fair Entry, your personal information will be shared with The City of Calgary, Impound Lot services. Take your Fair Entry approval letter to 400 39 Ave S.E. A supervisor will determine your storage cost. If you have general questions about the Impound Lot, please contact (403) 537-7000.



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### How long does my Fair Entry approval status last?

You will receive a letter from the Fair Entry program outlining your status for each of the programs you applied to and an expiry date if your application was approved. Access and/or expiry periods for individual subsidy programs may vary based on additional program criteria. See the Fair Entry: SSHM Information Guide for information that is specific to that subsidy program.

## STEP BY STEP EXPLANATION OF THE FAIR ENTRY APPLICATION

The Fair Entry program only assesses residents of Calgary. If you do not live within Calgary city limits, do not complete this application. Call 211 and you will have access to an entire network of community, social, health and government services that may be available in your community.

### Section 1: Program(s) I am interested in (\*Indicates a mandatory field)

**1.1** Select which subsidy program(s) you are interested in. A description of each program is provided below to help inform your decision. You may select multiple programs.

City Subsidy Programs	About the program	Other things I need to know
Recreation Fee Assistance	This program provides lower cost fees for City of Calgary Recreation facilities, golf courses, leisure centres, and access to partnering organizations.	Once you have obtained Fair Entry approval, take your photo ID and your Fair Entry approval letter with you to any Calgary Recreation leisure centre or aquatic centre to receive your Recreation Fee Assistance Card.
Calgary Transit Low Income Transit Pass	This program provides lower cost monthly passes for adults (18 and older), youth (13-17 years of age), and an annual pass for seniors (65+).	<ul style="list-style-type: none"><li>Adult and youth Transit pass pricing is determined on a sliding scale.</li><li>Photo ID is required at the time of purchase.</li></ul> Please contact Calgary Transit at 403-262- 1000 for more information.
Property Tax Assistance	This is an annual program that provides a credit/grant of the <b>increase</b> in property tax for your property; anyone who is approved will receive an additional rebate from Waste and Recycling Services.	Applications are reviewed from June 1 to December 31 each year. <ul style="list-style-type: none"><li>Applications received after December 31 will be reviewed in June of the following year,</li><li>You must own your home and reside in your home,</li><li>You cannot own other property,</li><li>You must own the property for a minimum of one year from date of purchase,</li><li>You must have experienced an increase in property taxes from the previous year.</li></ul> NOTE: The Property tax bill covers the period from January 1 - December 31.

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Seniors Services Home Maintenance	<p>Services for low-income seniors include:</p> <ul style="list-style-type: none"> <li>• Grass cutting;</li> <li>• Snow removal;</li> <li>• Light house cleaning.</li> </ul>	<p>The Seniors Home Maintenance Program has significant differences from the other City subsidy programs. As a result, applicants should refer to the <b>FAIR ENTRY: SENIORS SERVICES HOME MAINTENANCE PROGRAM INFORMATION GUIDE</b> to avoid confusion.</p>
No Cost Spay/Neuter	<p>This program provides a free spay and neuter surgery for companion cats of eligible low income Calgarians.</p>	<ul style="list-style-type: none"> <li>• <b>You must own the cat at the time of application.</b></li> <li>• <b>Your pet must be licensed at the time of application.</b> All applicants must be in compliance with the Responsible Pet Ownership (RPO) Bylaw. Under the RPO Bylaw, at three months of age, all cats and dogs residing in The City of Calgary must have a City of Calgary license.</li> <li>• Your pets license <b>MUST</b> be in the applicant's name.</li> <li>• A reduced license for a cat or dog will only apply after the pet's current license expires and the animal has been spayed or neutered.</li> <li>• This program is not available for breeders.</li> <li>• You must be 18 years of age or older to apply.</li> <li>• This No Cost Spay/Neuter program is offered by Calgary Community Standards.</li> </ul>
Calgary Parking Low-Income Market Permit	<p>This program provides a reduced Market Parking Permit rate for low-income applicants who live in large multi-residential buildings (four stories or more in height or with more than 20 dwelling units) located in a Residential Parking Zone.</p>	<ul style="list-style-type: none"> <li>• The registered vehicle owner must be included on the Fair Entry application form.</li> <li>• Only one Low-Income Market Permit per home address is offered.</li> <li>• You must complete a Calgary Parking Market Permit application after your Fair Entry approval to obtain a reduced parking permit rate. Once the application is approved, the permit will become active on the first day of the following month if payment is successful.</li> </ul> <p>Please contact Calgary Parking at (403) 537-7000 for more information.</p>
High-Speed Low-Cost Internet and Other Telecom Services	<p>The program will provide access to low-cost telecommunication services that are offered by Rogers Communications, which may include high-speed internet, TV bundle, or wireless services.</p>	<ul style="list-style-type: none"> <li>• If you do not qualify for this program through The City of Calgary's Fair Entry program, you may be eligible for Rogers Connected for Success if you are the recipient of another qualifying social assistance program. If interested, we encourage you to visit the website directly to learn which programs qualify: <a href="http://www.connectedforsuccess.ca">www.connectedforsuccess.ca</a>.</li> <li>• If you have general questions about the program or technical support is needed, please call Rogers Communications at 1-888-793-2441.</li> </ul>
Calgary Parking Impound Storage Support	<p>The program will provide low-income applicants the ability to remove their vehicles from The City's impound lot at a lower storage cost.</p>	<ul style="list-style-type: none"> <li>• The registered vehicle owner must be included on the Fair Entry application form.</li> <li>• Take your Fair Entry approval letter to 400 39 Ave S.E. A supervisor will determine your storage cost.</li> <li>• If you have general questions about the Impound Lot, please contact (403) 537-7000.</li> </ul>



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**Section 2: Personal Information (\*Indicates a mandatory field)**

**2.1** Applicant information is required for all applications. Your first name, last name and date of birth are mandatory fields. Your middle initial and preferred name (common name that you go by) is optional.

Proof of age is required for applicants to the Seniors Services Home Maintenance Program and to the Calgary Transit Low Income Annual Transit Pass (Senior) Program and it could be determined by submitting any one of the following documents:

- a copy of your Birth Certificate;
- a copy of your Driver's License;
- a copy of your Alberta Government Identification Card;
- a copy of your Alberta Healthcare Card;
- a copy of your Passport; or,
- a copy of your Baptismal Certificate.

**2.2** Spousal information (first name, last name, and date of birth) is required for all applicants to the SSHM program as it is relevant to determine which spouse can access the provincial benefit and/or the need for a medical note to gain approval for the program. The same proof of age examples listed in 2.1. apply for the spouse of the applicant.

**2.3** Proof of Calgary address is determined by submitting any one of the following documents:

- a copy of your Alberta Driver's License;
- a copy of your Alberta ID card;
- a copy of utility, telephone or cable bill dated within the last 30 days;
- a copy of a bank statement on letterhead with your name and address dated within the last 30 days;
- a copy of a government document with your name and address dated within the last 30 days; or,
- signed lease agreements (handwritten documents will not be accepted).

Note: P.O. boxes, rural routes, range and township road addresses are not accepted

The Fair Entry program, or any of its subsidy programs that you apply for, may need to contact you either to process your Fair Entry application or to deliver the subsidized service. Providing an email address can help to expedite receipt of your notification letter which informs you of the outcome of your application.

### Section 3: Alternate Contact

- 3.1** Sometimes applicants prefer to have a trusted friend, family member, or other associate to correspond with the Fair Entry program or with the subsidy program they applied for. You have the opportunity to list an alternate contact on your application for that purpose and in doing so, are authorizing Fair Entry and its subsidy programs to correspond with that person on your behalf.

### Section 4: Seniors Services Home Maintenance Program Only

- 4.1** The Personal Health Number (PHN) is required for the eldest applicant in the household applying to the Seniors Services Home Maintenance program. Your PHN is collected to determine the Special Needs Assistance for Seniors benefit eligibility through the Government of Alberta.

**Note:** Seniors who are applying to the SSHM program or the Low-Income Seniors Annual Transit Pass program, without any other subsidy programs do not have to complete sections 5-10 of this application.

If the SSHM program is the only subsidy program you are applying to, proceed to Section 11 to sign your application and complete the process. Otherwise, if you are requesting an additional subsidy program alongside Seniors Services Home Maintenance, please continue with Section 5.

### Section 5: Other Household (Family members) Information (not already in Sections 2.2 and 2.3)

There are only two circumstances where we require information about household\* members and their income:

1. If anyone in the household is providing a Notice of Assessment, everyone 18 years and older within the household needs to submit an income proof. Refer to the Statistics Canada Low Income Cut-Off (LICO) table below for information about household income.

**OR**

2. If anyone in the household is applying for No Cost Spay/Neuter, Property Tax Assistance or the High-Speed Low-Cost Internet and other telecom services programs everyone 18 years and older within the household needs to submit an income proof.

If either of these two circumstances apply to you, income documents will be required for all adult household members. Household members should provide a proof of income found in Section 8: Income Verification if they have it, otherwise a Notice of Assessment will be required.



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**\*What is a household?**

A household is **all** family members living in the same home related by blood, marriage, common-law or adoption (including children). This definition is provided by Statistics Canada, it accompanies the low-income table which is based on household income.

Your Total Income can be found on your Notice of Assessment on Line 15000. When adding up the total income amounts for all household members as defined above, the household total income amount should be at or less than the Statistics Canada, Low-Income Cut Off (LICO) rate if you are using a Notice of Assessment to apply to Fair Entry. See the table below for income thresholds based on the number of family members in your household.

Statistics Canada Low Income Cut-Off (LICO) Table

Size of family	Total Income (Line 15000)
1 person	\$30,526
2 persons	\$38,003
3 persons	\$46,720
4 persons	\$56,724
5 persons	\$64,336
6 persons	\$72,560
7 persons	\$80,785
8 or more	Please contact Fair Entry in person.

**Section 6: Property Tax Assistance Program Customers Only**

The Property Tax Assistance Program is for Calgarians who own their own home and only one property. Please indicate on the application in Section 6.1 if you own only one property.

**Section 7: Calgary Transit Customers Only**

For applicants to the Calgary Transit low-income programs (including Calgary Transit-Low Income Youth and Adult Monthly Passes and Calgary Transit Low-Income Seniors Annual Pass) you must provide photo identification to purchase your low-income transit pass.

Sections 7.1 and 7.2 must be completed if you are Calgary Transit Access user or if you would like someone other than yourself to pick-up your transit pass:

**7.1** If you currently use Calgary Transit Access please include your Calgary Transit Access number.

**7.2** If you are unable to pick up your bus pass you can designate another family member, friend, other associate to pick up your transit pass on your behalf. Please include their first name, last name, if they are with an agency or organization and their phone number.





## Section 8: No Cost Spay/Neuter Program Only

For applicants to the No Cost Spay/Neuter Program a valid pet license is required. Please indicate in Section 8.1 if you currently have a valid pet license.

## Section 9: Calgary Parking Low-Income Market Permit Program and/or Impound Storage Support Programs Only

If you are applying to the Calgary Parking Low-Income Market Permit and/or Impound Storage Support Programs, please identify the person in your household who is the registered vehicle owner applying to either or both of these programs.

## Section 10: Income Verification

For applicants only to the SSHM program, income verification is not required. The province has direct access to current Revenue Canada income information which is used to determine Special Needs Assistance income eligibility, therefore no income documentation is needed from the applicant. Eligibility for the SSHM program requires approval for the provincial Special Needs Assistance for Seniors benefit, which is based on the Notice of Assessment income.

For applicants to all other subsidy programs, the Fair Entry program determines eligibility based on residency and income status. To qualify for the City subsidy programs there can be different requirements depending on the income proof you provide or the program you are applying for.

If you have any one of the following income proofs, please use them to apply:

- Assured Income for Severely Handicapped benefits (AISH)
- Alberta Works – Income Support
- Alberta Works – Learners
- Alberta Works – Alberta Health Benefit
- Resettlement Assistance Program form
- Letter for Independent Youth

If you do not have any of the above listed income proofs, please use one of the following to apply:

- Notice of Assessment
- Letter from a Registered Social Worker (used as a last resort and one-time only)

The following is a description of the acceptable income proofs:

<b>Proof of Income</b>
<b>Assured Income for Severely Handicapped benefits (AISH)</b> – A copy of your current Health Benefits Card (current month of application).
<b>Alberta Works: Income Subsidy/Support</b> – A copy of your current Health Benefits Card (current month of application). Siksika Budget and Decision form is also accepted.
<b>Alberta Works (Learners)</b> – An approval letter (on letterhead) from Alberta Works – Learners that indicates eligibility period and the current Health Benefits Card.
<b>Alberta Works (Alberta Health Benefit)</b> – An approval letter (on letterhead) from Alberta Works that indicates eligibility period and the current Health Benefits Card.
<b>Resettlement Assistance Program form</b> – A copy of the Start-Up & Monthly Allowance that confirms you are receiving support under the Resettlement Assistance Program.
<b>Canada Revenue Agency: Notice of Assessment</b> – A current “Notice of Assessment” or “Notice of Reassessment” for <b>each</b> household* member 18 years and over that lives with you. Total income is shown on Line 15000 of your “Notice of Assessment” or “Notice of Reassessment” and will be considered for program eligibility. <b>Tax Return summaries, T1 Generals and T4 slips are not accepted.</b> If you have questions on your Notice of Assessment, you can call Revenue Canada at 1-800-959-8281.
<b>Independent Youth Letter</b> - A letter from a school principal or guidance counselor, or a letter from Child and Youth Support Program of Alberta Children’s Services. What needs to be included in the letter? <ul style="list-style-type: none"> <li>• A list of all applicants (including children);</li> <li>• The writer verifies and states in the letter that the applicant(s) are at or below the Low Income Cut Off and eligible for Fair Entry;</li> <li>• The writer’s contact information and title;</li> <li>• Letter is on letterhead;</li> <li>• Confirmation applicant(s) live in Calgary.</li> </ul>
<b>Letter from a Registered Social Worker (RSW)</b> What needs to be included in the letter? <ul style="list-style-type: none"> <li>• A list of all household members (including children);</li> <li>• The RSW verifies and states on the letter that the applicant(s) are at or below the Low Income Cut Off and eligible for Fair Entry;</li> <li>• The RSW registration number;</li> <li>• The RSW contact information;</li> <li>• Letter is on letterhead;</li> <li>• Confirmation applicant(s) live in Calgary.</li> </ul> <p>Note: The RSW Letter will be accepted within 30 days of the date it was issued and is considered expired after 30 days. This income proof is used as a last resort and one-time only.</p>

**For low income seniors transit pass customers who were enrolled in Calgary Transit’s Senior Citizen Bus Pass program prior to January 2, 2017, some exceptions may apply. Please contact 311 or email [fairentry@calgary.ca](mailto:fairentry@calgary.ca) for more information.**



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## Section 11: Consent and Statement

To verify that you have reviewed and consent to the information you provided we require your name, signature and the date you signed the application.

The information collected on this form is in accordance with the Freedom of Information and Protection of Privacy Act FOIP Act, Section 33(c). The information will be used to determine eligibility for City of Calgary and partner subsidy programs/services, update current personal information within the programs for which you have applied, provide follow up information for City staff, if required to access programs/services, to collect statistical information and to support reporting of aggregate data of program subsidy participation. If you created a myID personal account, your first name and last name will be transferred to your Fair Entry online application. If you have concerns about the collection and use of your personal information, including privacy breach concerns, please call the Program Coordinator at 403-268-2436 or reach us at the Municipal Building, 3rd Floor, 800 MacLeod Trail S.E., Monday – Friday, 8 a.m. to 6 p.m.

## REQUIRED DOCUMENTS CHECK LIST FOR THE FAIR ENTRY APPLICATION

- ☐ Fair Entry: Application Form – Complete and signed.
- ☐ Only required if you are applying to Transit, Recreation, No Cost Spay/Neuter, Property Tax Assistance, Waste and Recycling, Calgary Parking Low-Income Market Permit, High-Speed Low-Cost Internet and other telecom services and Calgary Parking Impound Storage Support programs.
- ☐ Proof of age (specifically for applicants to the Seniors Services Home Maintenance and Calgary Transit Low-Income Senior's Annual Pass programs). Examples of proofs of age (only one is required):
  - a copy of your Birth Certificate
  - a copy of your Driver's license
  - a copy of your Alberta Government Identification Card
  - a copy of your Alberta Health Care Card
  - a copy of your Passport
  - a copy of your Baptismal Certificate
- ☐ Proofs of current Calgary residential address. Examples of proof of Calgary residency (only one is required):
  - a copy of your Alberta Driver's License or Alberta Government Identification Card
  - a copy of utility, telephone or cable bill dated within the last 30 days
  - a copy of a bank statement on letterhead with your name and address dated within the last 30 days
  - a copy of any government document with your name and current address dated within the last 30 days
  - a copy of signed lease agreements

**Note:** We do not accept P.O. Boxes, Rural Routes, Range and Township Roads Addresses as valid proof of address.

