

## **City of Calgary Community & Neighbourhood Services**

Information regarding "**Fair Entry Program**" by City of Calgary for Calgarians applying for subsidized City Programming.

### **Fair Entry Questions & Answers May 2015**

**Q.** *What is Fair Entry?*

**A.** Fair Entry is a single application process for low-income Calgarians applying to subsidized City programming. Prior to the introduction of Fair Entry, Calgarians who wanted to access any of the fee subsidy programs at The City would have to apply and prove their eligibility separately for each program.

**Q.** *What programs and services can Calgarians qualify for through this application process?*

**A.** Through the use of a single application process, the customer will have their income assessed for the following programs:

- Fee Assistance Program (Recreation)
- No Cost Spay/Neuter (Animal & Bylaw Services - ABS)
- Seniors Home Maintenance Services
- Property Tax Assistance Program (CNS)
- Low Income Transit Pass Programs for adults and youth (Transit)
- Waste and Recycling Rebate (Waste & Recycling Services)

**Q.** *How can people submit an application?*

**A.** People interested in City subsidized programs will be able to select a submission option that is most convenient for them. Applications can be made by mail, by fax, by drop-off at any City Recreation facility, in-person at two locations, and in the fall, through a new online application system. By contacting 311, customers can obtain information on any of the subsidy programs and get an application form to begin the process.

**Q.** *How often do people need to re-apply?*

**A.** Typically, applicants will re-apply every 12 months. More details on the range of programs available to you and how often you re-apply will be provided in detail upon approval through Fair Entry.

**Q.** *Where are the new locations to apply for subsidized service?*

**A.** Applications can be dropped off at any City of Calgary Recreation facilities (call 311 for a complete list of facilities). Starting May 26, 2015 applications can also be made in person at the following locations:

- Municipal Building 3rd Floor, 800 MacLeod Trail S.E.  
Mon to Fri 8 a.m. to 6 p.m.
- Calgary Public Library, Village Square Branch 2623 56 Street N.E.  
Mon to Thurs 9 a.m. to 9 p.m. | Fri 9 a.m. to 6 p.m. | Sat 10 a.m. to 5 p.m.

**Q.** *How else can applications be submitted?*

**A.** By Fax at 403.268.2596 or Mail to:

Fair Entry 8113  
P.O. Box 2100, Station M  
Calgary AB T2P 2M5