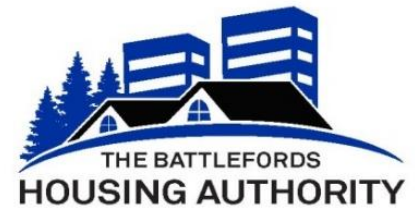


# Tenant Services Staff



Dear TBHA Tenants:

The Battlefords Housing Authority (TBHA) is dedicated to assisting tenants in accessing resources and information to support a safe and healthy living environment. Our new service oriented approach as “Tenant Services” will ensure we have a better understanding of and sensitivity to, the needs of our tenants. We are pleased to announce our new Tenant Services team:



## **Joylene Schneider – Tenant Services Manager**

Joylene Schneider joined the Battlefords Housing Authority team on October 28, 2019. Joylene spent the last 18 years in a number of roles working with the Ministry of Social Services. She brings a knowledge of a wide range of services offered in our community. Her passion is to work with individuals and families to provide assistance with services that meet their needs. She is looking forward to working with the tenants and is excited to be a part of the Battlefords Housing Authority family.



## **Paula Scherr – Tenant Services Coordinator**

Paula Scherr joined the Battlefords Housing Authority team on March 2, 2020. She has been a resident of the Battlefords for over 20 years, and can't imagine living anywhere else. Paula spent the last 3 years working with the Ministry of Social Services. She brings a strong understanding of the programs and benefits offered by the Ministry, as well as a desire to ensure safe and affordable housing for all our tenants. She truly enjoys working with people, and looks forward to meeting and working with all our tenants over the days, weeks and months to come.



## **Karen Costello – Tenant Services Coordinator**

Karen moved to North Battleford with her family three and a half years ago. They are originally from Ireland and came to Saskatchewan several years ago. Her family all became permanent residents' in January, something they are really excited about. Karen and her husband have three wonderful children; two teenage boys attend North Battleford Comprehensive High School, and their daughter lives in Lethbridge where she has been attending University and working. Back in Ireland, she ran her own business for many years. Since coming to Canada, she has managed a Coop store, worked in banking as a Small Business Advisor and most recently, was the Manager & Crisis Worker at Battlefords Interval House, a shelter for women fleeing domestic violence. She is very excited to take on this new role as your Tenant Service Coordinator and looks forward to getting to know you over the coming months.

If you have a change of income, questions about your rent, or are looking for information on local health or social services, please call our office at 306-445-4393 to talk to our Tenant Services team. We are here to help.

Sincerely,

**Denis Lavertu**  
General Manager