



EDUCATION BRIEF SUBLEASE ENFORCEMENT

PURPOSE

This education brief explains how the Banff Housing Corporation responds to and investigates concerns about the misuse of a BHC home, also known as sublease enforcement.

The Banff Housing Corporation (BHC) is committed to protecting the integrity of its ownership program. All BHC homeowners agree to key sublease terms—such as meeting residency requirements and using their home as a full-time primary residence. Enforcing these terms ensures fairness for all participants and maintains access to housing for local workers.

WHEN A CONCERN IS REPORTED

Occasionally, BHC receives reports of possible misuse, such as:

- Not using the home as a **primary residence**
- Not meeting **Banff National Park eligible residency** requirements
- **Unauthorized** rentals

As BHC works in partnership with Parks Canada, any complaints related to Banff National Park Eligible Residency will be shared with Parks Canada. BHC may assist in their investigation efforts.

HOW TO REPORT A CONCERN

Community members can report concerns via:

- The '**Confidential Comments**' tab on the BHC website [Confidential Comments - Banff Housing Corporation](#)
- The '**Contact Us**' link on the BHC website [Contact Us - Banff Housing Corporation](#)
- **Email:** bhc@banff.ca
- **Mail:** PO Box 1260, Banff, AB T1L 1A1
- **In Person:** Unit 2006, Hoya Building, 547 Coyote Lane

Reports are kept private and confidential: The identity and information of the community member submitting a complaint will remain strictly confidential. BHC appreciates their effort in bringing concerns forward and their commitment to preserving the integrity of the ownership portfolio.

WHAT HAPPENS NEXT

STEP 1

BHC will notify the homeowner in writing of the suspected breach. The communication will include information on homeowner obligations, any educational resources, and the necessary corrective actions related to the specific article(s). Communication will be sent via the following channels:

1. Email
2. Mail to the mailing address on file
3. Dropping a letter to the property with an in-person conversation (if the homeowner is on the property)

STEP 2

The homeowner must submit a Statutory Declaration (signed legal document) within 30 days of receiving the notice, confirming they comply with the sublease terms. Once submitted and verified, the matter will be considered resolved.

Note: *Not all suspected breaches violate the sublease agreement. For instance, homeowners may be away for up to six consecutive months within a 12-month period (or longer with written approval). If no terms are in breach, the matter is considered resolved.*

WHEN A HOMEOWNER DOES NOT RESPOND

STEP 3

If the homeowner does not respond within 30 days or refuses to sign a Statutory Declaration, BHC may provide the following two options:

1. Begin the process of listing the property for sale OR
2. BHC may issue a Notice of Default (written letter outlining the breach and timeframe for correction - minimum of 15 days) to begin termination of the agreement
 - If the homeowner provides proof of compliance within the specified timeframe, no further action is required, and the matter is considered resolved.
 - If the homeowner fails to comply within the given timeframe, BHC may initiate legal steps to terminate the sublease. A written notice will outline the reason for termination and the effective date, after which BHC may re-enter and take possession of the property.

***BHC reserves the right, at any point in the enforcement process, to extend any timeline based on circumstances on a case-by-case basis.**

FOLLOW UP ON REPEAT COMPLAINTS

Should BHC receive a subsequent complaint after a matter has been deemed resolved, the following will happen:

- Follow **STEP 1** as outlined above, **AND**
- Begin investigative measures by completing home checks over three weeks to gather evidence, **THEN**
- Follow **STEP 2** as outlined above
- If compliance is not demonstrated, BHC may follow **STEP 3** as outlined above.

SUMMARY

The BHC ownership program exists to provide long-term housing for Banff workers. To protect this goal, BHC takes reports of misuse seriously and follows a fair, consistent process to investigate concerns. This helps ensure homeowners understand their responsibilities, supports policy compliance, and preserves housing opportunities for the local workforce.