



# THE Rental gazette



## Assistance and Support Animals: What You Should Know

BY JUDY FENG,  
CENTRE FOR PUBLIC LEGAL EDUCATION ALBERTA

As a landlord, you've probably come across situations where a tenant requires the assistance and support of an animal. One common question that arises is whether you are required to accommodate a tenant with an assistance or support animal. Well, part of the answer depends on the type of animal you are dealing with: does the situation involve a disabled tenant with a qualified service or guide dog or is this some other type of animal like a companion, emotional support or therapy animal?

Both the Service Dogs Act and Blind Persons' Rights Act in Alberta prohibits landlords from discriminating against disabled and blind persons with a qualified service or guide dog, provided that the person can control the dog's behavior. Service dogs are qualified dogs trained as a guide for disabled persons. Guide dogs are a type of qualified service dog trained as a guide for blind people. Both types of dogs must meet qualification requirements under the law. Landlords who discriminate against or deny occupancy of a dwelling unit to a person with a service or guide dog are guilty of an offence and can be fined up to \$3,000.

Tip: Landlords can determine if a service or guide dog is

certified by checking the tenant's Government of Alberta identification card. The card identifies the individual and their dog. The identification card is proof that the individual and their dog are qualified.

The right of a disabled or blind person to use a service or guide dog is also protected by the Alberta Human Rights Act. Landlords have a duty to accommodate disabled persons with a qualified service or guide dog to the point of undue hardship. This means making adjustments or providing alternate arrangements to meet the needs of disabled tenants. Some of the factors that are considered in undue hardship include: financial costs of the accommodation, health and safety concerns and substantial interference with other people. Undue hardship is a difficult standard to meet. Generally, landlords must provide some level of accommodation for disabled tenants with service or guide dogs.

On the other hand, there are also other types of animals that provide assistance and support to people, for example, companion animals, therapy animals and emotional support animals. Companion animals, which are also known

## INSIDE

Editor's Message .....	3
ARLA Updates.....	4
Legal Corner.....	6
Find Social Enterprise .....	8
Six Words to Eliminate .....	9
Insurance Tips .....	11
AGM & Christmas Luncheon.....	14
Ask a Service Member .....	16
Service Member Directory.....	18

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CONTINUED PG 2

*The Alberta Residential Landlord Association is a non-profit organization representing 75,000+ units in the Edmonton area and across Alberta, dedicated to strengthening the Residential Rental Industry by uniting professional members and preferred service members.*

# Continued From Cover

as “pets” are a type of animal kept for pleasure. Therapy animals are animals used by therapists for short-term therapy. Emotional support animals are typically used for providing support to people with mental illness or chronic illness. Companion, emotional and therapy animals can be any type of animal really...you’ve probably heard about people having therapy or emotional support dogs, cats, hamsters, rabbits and even chickens.

Unlike service and guide dogs though, companion, emotional and therapy animals are not covered by existing provincial legislation in Alberta. However, the law is still developing in this area. For example, under human rights law, there may be a duty to accommodate disabled persons with these other types of animals. Another development to look out for is changes to municipal bylaws. For example, the City of Calgary recently approved amendments to its Responsible Pet Ownership Bylaw to allow individuals (with a permit) to keep livestock as Emotional Support Animals within the city. The City of Calgary expects to implement the permit process in early 2019.

For more information, refer to CPLEA's Renting with Support & Assistance Animals resource: <https://www.cplea.ca/wp-content/uploads/AssistanceSupportAnimals.pdf>

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# Editor's Message

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

## Market Update

So what was supposed to be summer has come to a close without ever really getting started. With less and less sunshine, as we wake to the chilly air, we are reminded to prepare our properties for the impending winter. Our properties are something we have control over, unlike the economic climate. The economies in Edmonton and Alberta continue to be in recovery mode while oil prices hover around US\$60 per barrel. Alberta is emerging from four years of recession and the Canadian economy is beginning catch up to the US, although Tariffs and trade-wars dominate the headlines and Canada is affected in positive and negative ways due to some of these international trade tensions. Canada's aging population and the pace of technological innovation are major trends transforming the Canadian business landscape.

There have been seven new purpose-built rentals properties set in motion in late 2019 adding over 780 units to the market. Rental rates appear to be flat and occupancy rates have decreased slightly. The third quarter of the year is historically when we see higher rental rates and lower vacancy due to the influx of students to the city, but with newer inventory being released the competition has seen a modest decline in rental rates. For newer built rental specific properties, they have seen a decrease in studio apartments rents by over 10%, and while one-bedroom rents have remained stable with a modest decrease, two-bedroom rents declined by just over 7%.

Multi-family housing starts increased to 1,506 units in Q2 of 2019 up almost 49% year-over year in 2018. Single family housing starts was down just over 20%, so the multi-family numbers brought the year over year average to 14%. The downward trend in single-family housing starts continued in Q2 2019 for both the city as well as the Greater Edmonton region. This is due to both the existing and new home markets

being well-supplied and despite year-over-year gains in multi-family housing starts for two consecutive quarters, the pace of construction activity for new housing units will likely be slower in 2019 compared to the previous year, particularly for single-family product. Fundamentals supporting housing demand have been positive, including population growth, gains in full-time employment and wage growth. These should help to firm up housing demand later on in the year, and consequently lead to the absorption of existing and new home supply.

Inflation has held steady in Edmonton coming into the fall. While shelter cost in general have increased great in the Edmonton region than the rest of Canada, investors will be awaiting the results of the upcoming federal election before deciding where to place their investment capital.

We expect pricing on multifamily properties to be flat this fall with capitalization rates hovering around 6%. This is mainly due to landlords competing for the better tenants and offering incentives and competitive rents to ensure stability in their buildings. While the rents have been flat, a stabilized economic outlook should result in a gradual decrease in the vacancy rate leading to stabilized pricing for multifamily properties. Landlords who charge market rents and provide deferred-maintenance-free accommodation are enjoying higher than average occupancy. Demand for multifamily remains steady, and vendors are choosing to lower their vacancy and increase their overall net rents before selling their properties.

Sources: The City of Edmonton, Urban Analytics, bdc, RBC Economics

Provided by Raphael M.H. Yau, B.A. (Econ)  
Senior Associate, Multi-family Sales, Capital Markets Group  
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# ARLA Updates

BY DONNA MONKHOUSE, EXECUTIVE DIRECTOR

**DID YOU KNOW:** Environment and Climate Change Canada confirmed there were 54 days of rain between June and August in the Edmonton area. This is the second rainiest summer since 1996, where there were 59 days of rain.

Just last week, I looked at the calendar and said, where did our summer go? It seemed that July and August came and went so quickly, and it probably had a lot to do with the weather. It was a wet summer for sure and now maybe just maybe, we will have a fantastic fall.

The ARLA office was very busy over the summer months making sure we have everything together for our members. We have been working on our website, making it more user friendly and will be setting up a member forum over the next few months. Members will be able to ask questions and seek answers from other members. We will keep you updated on this.

We worked diligently on our social media outlets, and if you haven't already, please follow and like us on

Facebook, connect and follow us on LinkedIn and follow us on twitter.

ARLA's 1st Member Appreciation BBQ was held in the Westmount Parking Lot and was a great success. We fed over 100 members Hamburgers amidst the wind that took the table clothes down the street. Thank you again to everyone for your continued support and sponsorships over the years.

On August 27, ARLA held "Let's Taco Bout Vacancy" event at Brewhouse.

Information and ideas about the vacancy were shared by our members and the tacos were terrific.

ARLA held numerous discussions with the City of Edmonton Councillors and Committees on the Waste Management Strategy and there have been no definitive answers to Multi Family waste removal yet and when there is, we will be sure to update everyone. For more information you can go to: [https://www.edmonton.ca/programs\\_services/garbage\\_waste/future-of-waste.aspx](https://www.edmonton.ca/programs_services/garbage_waste/future-of-waste.aspx)

ARLA has been planning the AGM & Christmas Luncheons as well as our 25 Year Celebration. Both events will be filled with good friends, good food, good fun, great entertainment and lots of great prizes. Please watch for the



CONTINUED PG 5



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# Continued From Page 4

registration of these events and ARLA welcomes you, your guests and staff to join us.

ARLA is looking for stories and photos about the past Edmonton Apartment Association days and since our name change to ARLA for the 25th anniversary. We would like to be able to share these with everyone who attends. It would be great to see how much we have changed and how we got where we are today. If you have or know of anyone that may have, photo's or stories that they can share with us for this celebration, please let us know. I managed to find some of our EAA Golf Tournament photos and a few other events but would love to have more. We hope to see some of our longtime members and those that have since retired at this event.

We have had several meetings over the past months, with members from RTDRS, Real Estate Board, other associations, MacEwan University and City of

Edmonton Councilors. If you have anything to share or that you would like discussed, please feel free to give me a call. If we have learned anything over the years it's that the more people involved the more, we will be heard.

The ARLA 2020 calendar of events is full of great seminars and luncheon speakers. ARLA has planned an event every month to keep our membership together. Watch for the calendar of events to go out with the Membership Renewals in December. If you have any ideas, topics

or feedback for a seminar or luncheon speaker please let us know.

ARLA continues to work on growing our membership and bringing more benefits to our members. In 2020 we will be introducing our member referral program – Refer a member and receive a luncheon on ARLA.

A print edition of the Summer Gazette was distributed at our events and shared with members, other associations and agencies. We will be doing a print edition of our Fall and Spring Gazette's moving forward. Although

we will not be mailing these out to all our members, they will be available at events and in our office. It's a great way to maintain some shelf life exposure for our members. Drop by and visit our office anytime to chat and pick one up.

ARLA is always looking for stories on "A Day in the Life of a Property Manager" and we know you have some good ones that many can relate to. Stories could be of an accomplishment you and your team had or a Rental Collection gone bad story. Send in a photo with a tag line (e.g. site teams, office teams, awards, or a photo of something you feel worthy of sharing). Your staff will be thrilled to see their photo posted into The Rental Gazette.

Please email your story and pictures to Donna Monkhouse at [donna@albertalandlord.org](mailto:donna@albertalandlord.org) or [executive@albertalandlord.org](mailto:executive@albertalandlord.org).

ARLA published our Preferred Service Member "Column" in the Summer Gazette and will continue to ask our Service Providers for answers to your questions. If you have a question that you want answered, please send it to us and we will do our best to get the answer and publish it in the next Rental Gazette.

Again, thank you to all our members for their continued support of ARLA. We look forward to seeing you at our upcoming events.



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# Rental Gazette Legal Corner

BY HEIDI BESUIJEN, REYNOLDS MIRTH RICHARDS & FARMER LLP

## What to do When your Tenant is AWOL: Abandonment and Residential Tenancies (Part 2)

This is the second article in the two part series relating to abandoned units. Previously, the focus was on the legal obligations with regard to tenancies ending by reason of tenant abandonment. This article focuses on abandoned goods and makes the assumption abandonment has occurred.

Sometimes tenants leave premises without notice and without removing any or all of their personal possessions. The Residential Tenancies Act, SA 2004, c R-17.1 ("Act") speaks to this issue at section 31 and imposes certain obligations on landlords.

There are a few scenarios that require consideration.

### Goods Worth Less than \$2,000

First, if there are reasonable grounds to conclude the

goods are worth less than the prescribed amounts, they may be disposed of. The term "prescribed" means the amount is set by regulation. In this case, Residential Tenancies Ministerial Regulation, Alta Reg 211/2004 ("Regulation") sets this amount. It is currently \$2,000 (per s 5(1) of the Regulation). So, if the items left behind (or, abandoned goods) are worth less than \$2,000, they can simply be disposed of. There are requirements in terms of the record which a landlord must keep when disposing of items which is addressed below.

### Goods Worth More than \$2000 but Unsanitary, Unsafe or Depreciating in Storage

Second, even if it appears the items are worth \$2,000 or more, there are some reasons why a landlord may sell those goods by a means and for a price which is reasonable instead of storing them. The circumstances include if it would be unsanitary or unsafe to store the goods or their storage would rapidly result in total

or substantial depreciation of them. An example of this might be when the goods are infested by a pest (cockroaches or bed bugs). It is unclear when the storage of items would rapidly result in total or substantial depreciation of them and the writer is unaware of a written decision which offers guidance. If seeking to rely on this provision it is likely best to seek specific legal advice regarding the same. Again, landlords must maintain a record in relation to these abandoned goods as discussed below.

### Goods Worth More than \$2000 but Will Cost More than \$2000 to Remove and Store

Another circumstance when goods worth more than \$2,000 might not be stored is when the cost of removing, storing and selling them (in accordance with the procedure outlined before) would exceed the proceeds of their sale. So, a landlord is not required to spend more to deal with the goods than it could reasonably

CONTINUED PG 7

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# Continued From Page 6

expect to recover. The landlord must still maintain the record as required under the Act and set out below.

## Goods That Must Be Stored

If neither of the above applies then a landlord is required to store (or arrange for storage of) the abandoned goods until the expiration of the prescribed period. Currently, the prescribed period is 30 days under the Regulation. Once 30 days have passed, the landlord can hold a public auction for the goods or if a court order has been obtained, by private sale. Again, in this case there are records which must be kept which are addressed below.

If a public auction is held and there is no bid made for the items, they can be disposed of. The Act does not explicitly address what should happen if there is a private sale but the items are not sold so any order from the court should contemplate what will happen in that case.

## Tenant Comes to Claim Stored Goods

If a tenant comes looking for abandoned goods within the 30-day period then the landlord must give up possession of the goods, but only after the "proper" costs of removing and storing those goods is received. The language in the Act is "proper" which can be taken to mean they should be reasonable.

## Goods are Sold

If the landlord sells the goods then the landlord can apply the proceeds of the sale but if and only if they satisfy the requirements in the Regulations and then pay the surplus to the Minister. That process is too lengthy to cover in this article but is set out at section 6 of the Regulations and involves submitting affidavit evidence to both the former tenant and the Director of Residential Tenancies.

If any funds are remitted to the Minister then the Minister must deal with them in accordance with the Act but these matters are outside the scope of this article (and of no concern for a landlord's operations).

## Records Requirements

Landlords are required to keep a record of the following for a period of 3 years from the time the goods were returned to the tenant, sold or disposed of (whichever applies):

- A description of the goods;
- The period of time they were in storage;
- Where they were stored;
- If the landlord requires payment from a tenant for removal and storage of items before returning them to the tenant then the landlord must record how much

was claimed and when the goods were returned to the tenant;

- If the goods are sold then details about the sale;
- If the landlord applies the proceeds of sale of the goods to the cost of removing and storing goods or to satisfy other monies owed by the tenant in accordance with the Regulations relating to "Establishing tenant's liabilities" then the amount the landlord claimed and any amount paid to the Minister;
- If the goods were not returned to the tenant and they were not sold then information about the manner in which they were disposed of.

Generally speaking, these are the obligations which landlords must meet with when dealing with abandoned property. Some of these requirements (such as the records requirements) are onerous but they provide safeguards to tenants and the court will be eager to enforce them against a landlord who does not follow them. A great way to ensure this is always done is to develop a policy complete with forms which make abandoned goods straightforward and simple. Landlords and property managers are busy enough and any efficiency which can be found will be welcome.

This column constitutes legal information only and should not be construed as legal advice. Consult with your legal counsel to receive legal advice which is specific to your situation.

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# The Age-Old Question: “What do I do with all this stuff my tenant left behind?”

Well, fortunately, there is a solution that makes your life easier, keeps items out of the landfill AND helps the community.

## Call Find.

Find is a social enterprise with two goals: providing essential furnishings free of charge to individuals and families who are moving out of homelessness through the Housing First program, and supplying low-cost, quality furniture and housewares for sale to the public.

The start-up cost for anyone moving into their first home is expensive, so imagine the challenges for someone moving out of homelessness. It can be a barrier for someone securing sustainable housing. We are here to break down those barriers and support people by supplying housing essentials.

At this time, we are doing between 6-9 furniture picks a day and it can be difficult to keep up with demand. That is a minimum of 30 couches, 30 dining sets, 30 chairs, etc a week! Because we rely solely on the support of our community for donations, we are always looking outside the box for partnerships that can be mutually beneficial. We would love to help make your lives easier.

We have 4 trucks that are constantly running for furniture pickups and deliveries and offer a free pick up service for large or multiple items. It's very easy to schedule a pick up by calling 780 988 1717 or using our online donation form at [www.findedmonton.com](http://www.findedmonton.com). We are usually able to accommodate picks ups within a week (depending on availability). We also cater pick ups to Edmonton's surrounding areas on Saturdays.

Find accepts donations ranging from couches and

dining sets to smaller appliances and home goods in good, working condition.

You don't have to worry about how you are going to dispose of the leftovers, and you are helping the community. Sounds like a win/win to us!

For more information on what we accept and how you can get involved with us, please check out our website: [www.findedmonton.com](http://www.findedmonton.com).

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# 6 Words You Need To Eliminate From Your Professional Vocabulary

BY LISA QUAST, AUTHOR

Everyone wants to be seen as eloquent, intelligent and credible. Whether it's through emails, phone calls, meetings or interviews, we have a daily opportunity to support this goal or detract from it. To ensure you're being perceived in the way you want, begin eliminating these words from your professional vocabulary.

**Honestly.** Many job seekers use this word when they're hung up on how to kick off an interview answer. However, beginning a sentence this way can give hiring managers the impression that maybe your previous responses weren't so honest.

**Just.** This seemingly simple word is often used but rarely needed. It also packs a big punch to detract from your credibility and confidence and negates from the importance of your message. Instead of sending an email that begins with "Just wanted to check in..." say "I'm checking in on X, Y and Z." The adjustment is small, but there is a big differ-

ence in the resulting impression you leave.

**Things.** This is a valueless word that can be replaced with more descriptive and meaningful expressions. Instead of "How are things going with our project?" a question positioned as "Can you share an update on how our project timeline is progressing" is clearer and will likely give you the real answer you need. Another example: In an interview or cover letter, instead of saying "there are many things that make me a great candidate," say the things!

**Sorry.** How familiar does this sound – "Sorry, Wednesday doesn't work for me." Women are the most frequent culprits in the overuse of this word, but everyone should stop apologizing for anything they're not really sorry for. Offer a solution or counterpoint: "Wednesday is booked for me. Are you available Y or Z?" – and save the apologies for when you mean them.

**Hopefully.** In the workplace, don't hope – deliver. Instead of "Hopefully, we'll hear back about this by Monday," say "I asked for an answer by Monday morning, and if I don't hear back, I will follow up."

**Your speech disfluencies.** Everyone has these – it could be an um, ah, like, right or 'you know what I mean.' These are the phrases or words used to fill up dead air and end sentences, but they are also credibility killers. Further, these words are usually said involuntarily, meaning most people are unaware they're using them. For my coaching clients, I always recommend they videotape themselves at least once during an interview prep or when practicing a presentation. You'll catch your "likes" and "ums" immediately and can begin practicing speaking without them.



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# Insurance Tips for Property Owners

BY KATHLEEN CORKUM, BUSINESS DEVELOPMENT MANAGER, ZIPSURE INSURANCE

As a landlord, it's imperative you have the proper insurance coverage to protect you and your rental in the unfortunate event of a loss or damage to the property. However, as insurance premium costs continue to skyrocket across the country due to significant increases in accidental or negligent damage to rentals as well as personal liability claims, more landlords are looking for new ways to save on their policies.

***Use these tips to cut the cost of insuring your rental property, without compromising on proper coverage:***

## 1. Choose the Right Insurer

There are many options when it comes to insurance providers who offer home insurance for rental properties, so how do you know which is best? Find a provider who specializes in rental property

insurance – these providers are likely to have the coverage options most suitable for your needs, and possibly for a smaller cost.

## 2. Bundle Your Policies

Do you have more than one rental property? Insuring all of your properties with one insurance provider could help you save more. Talk to your broker about custom coverage options and bundling your insurance needs to get more bang for your buck!

## 3. Consider Increasing Your Deductible

Increasing the deductible on your policy can also help you save on your monthly premium, however, it's important to note that if you choose a higher deductible, you should be willing to accept risk for more expenses out of your own pocket.

## 4. Invest in Premise Security

Ensuring your rental property is equipped with an alarm system as well as with secure locks on all doors and windows will reduce your risk of burglary, in turn reducing your premium. Ask your broker about additional discounts such as those for fire alarm or sprinkler system installation.

## 5. Be Selective with Your Tenants

The tenants living in your rental property may also have an effect on your insurance premium. For example, insurers are more readily willing to insure working professionals, and at a lesser cost than university students as the claims risk associated with insuring these individuals differ. Your premium may also be higher if you allow tenants to have pets in their rentals, as they could also create a mess that would require a claim of some sort.

CONTINUED PG 12

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# Cont From 11

## 6. Ask Tenants for Proof of Insurance

While your insurance policy protects you and your rental property, it's also important you encourage tenants to carry the proper tenant insurance coverage in case of loss. Many tenants assume they'll be covered under their landlord's policy; however, this is not the case. Tenants are responsible for the insurance of their own belongings within their rental, as well as held liable for damage to the property or the property of other tenants. Asking for proof of insurance as a prerequisite for tenancy is a good way to ensure both parties are protected, before potential loss or claims.

Enforcing mandatory tenant insurance may reduce premiums as insurers know they will not be paying out on claims caused by tenants such as grease fires or overflowing tubs. When a tenant has insurance, his or her liability coverage takes care of any damage for which they are legally liable. This saves you, the landlord from having to repair damage out of pocket or pay a deductible through your own policy.

There are many factors at play when it comes to calculating your insurance premiums, however, by following the tips outlined in this article, you could see significant savings.

When it comes time to purchase insurance for your rental property, be sure you're getting the most comprehensive policy for your needs, at the most competitive pricing. Talk to your broker today to find the right coverage for you.



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- F4 24 Hour Termination
- F5 48 Hour Termination
- F6 14 Day Notice
- F7 90 Day Notice
- F8 24 Hour Show/Inspect
- F9 Non-Tenant Notice to Vacate
- F10 Tenants Notice to Vacate
- F11 Rental Increase
- F12 Statement of Account



Landlord Forms & Notices available online at  
[www.albertalandlord.org](http://www.albertalandlord.org)

## Save the Date

Friday, November 22, 2019  
**AGM & Christmas Luncheon**

Friday, December 6, 2019  
**1st Annual Jingle & Mingle**  
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## AGM & Christmas Luncheon

Date: Friday, November 22, 2019

Location: 11727 Kingsway Ave

Chateau Louis Conference Centre, St. Micheal Room

Time: 11:30 am - 2:00 pm

Member Pricing: \$45.00

The Alberta Residential Landlord Association (ARLA) extends a warm invitation to you, your guest and for your employees to join us for an afternoon of fine food, cocktails and entertainment.

ARLA's Annual General Meeting and business affair of the association will kick off this Annual Event and members will have an opportunity to acknowledge the efforts of its retiring President and welcome in new nominees to the 2020 board.

With the purchase of a ticket you will receive 2 complimentary Drink Tickets, Turkey Dinner, Entertainment and a chance to win a number of prizes.

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[executive@albertalandlord.org](mailto:executive@albertalandlord.org) or 780-413-9773 before November 15, 2019



*Corporate tables available upon request*





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## ASK A SERVICE MEMBER: Simple tips and steps to control mold buildup in suites

For building owners mold can be dangerous and destructive, often leading to costly repairs coupled with the loss of rental revenue. Mold can grow within 2 days in the right conditions and over time can cause extensive structural damage to a building that can often go unnoticed until it is too late.

Moisture build up is the biggest contributor to mold growth and is typically found in bathrooms, kitchens and basements where high than usual concentrations of moisture are produced on a regular basis.

Although it is difficult to stop humidity from being present in these spaces there are a few simple tips and economical devices that can combat and control the production of mold.

- Installation of humidity sensor switches, when installed in place of a regular fan switch these devices automatically sense humidity and will run the exhaust fan until the humidity is gone.
- Fix leaky pipes and taps. Mold loves moist conditions and a constantly leaking pipe is a haven for mold growth.
- Avoid leaving wet towels, clothing and other laundry laying on the floors or sitting in the washing machine. These are perfect conditions for mold production.
- Use mold resistant paint in areas that susceptible to mold growth. It will help control and contain the mold making it easier to clean and remove.

Remember mold can't grow without moisture, tackling moisture immediately is the biggest defence against mold build up and the costly repairs that can come along with it. Following these few simple steps will insure your property lasts and will not break the bank.

*Answer provided by: Shawn Peterson at Four Elements Electric Ltd. For more info contact him at [shawn@four-elements.ca](mailto:shawn@four-elements.ca)*

## ASK A SERVICE MEMBER: What Should I do to prepare my apartment for winter?

Small things can go a long way for preparing your apartment buildings for winter. First off, we highly recommend sending notices out to tenants as a reminder that winter is around the corner. Items that should be mentioned is to ensure people leave windows and patio doors closed to prevent pipe bursts especially if glycol is not used within the heating season.

If the property management can't arrange suite access one could ask tenants to test their thermostats and see if they are activating, there zone valve this will allow the management group to handle no heat calls before winter sets in and avoids after hours call outs. If the suites have furnaces maintenance or tenants can make sure furnaces are turned on and when they operate their thermostat the furnace is coming on. With furnaces this is a perfect time of year to replace filters. Plugged filters is the main cause for mechanical failures and shortens the life expectancy of the furnace and its parts.

I would say 9/10 times that we receive a call out for a failed furnace part the filters are plugged solid. If property management companies have onsite staff, ensure your boilers/pumps/unit heaters are turned on as well as your thermostats for Make up Airs are turned up from its summer setting as well as unit heaters. We have come across numerous heating pipe bursts in entrance ways because valves had been isolated in the summer and winter caught people by surprise and for got to re-open these valves.

*Answer provided by: Peak Hydronics and Peak Sewer & Underground Services. For more info contact [brad@peakhydronics.ca](mailto:brad@peakhydronics.ca)*



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Alarm Tel	darryl@alarmtel.ca	780-850-4525
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Alberta Roofing Contractors Association	krutherford@ARCAonline.ca	403-250-7055
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October 24, 2019

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October 24, 2019

11:30 am—1:00 pm

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Presented by: Scott Bierlarczyk, Canadian Security Intelligence Services (CSIS)



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