



THE Rental gazette



From Vacant to Full: Advertising Tips That Get Properties Filled

BY AMANDA PEREIRA, 4RENT.CA

Landlords and property managers alike share a number of similarities and difference with one another, from types of rentals managed, service areas, to the number of parties involved, but there is one resounding stress the two both share: filling vacancies.

Nowadays, the advertising methods used to advertise rental properties are vastly different from the methods employed twenty years ago. Gone are the days of listing a property with a basic description hoping that'll secure you an excellent tenant. Moreover, the blurry photos with the low resolution just won't do it anymore.

If you're scratching your head trying to figure out how to rectify your situation and get those vacancies filled – don't worry. We've compiled this list of tips and tricks we have to get your rental and lease agreements signed, and properties filled.

1 – Keep It Clean and Advertise Only One Building per Listing:

While this may not initially seem like the most cost-effective approach, it is in the long run. When you cram as many properties as you can on one page, rent seekers can become overwhelmed and struggle to focus on one listing. The average renter spends a meagre 2 seconds looking at a listing, so it is wise to maximize your space appropriately and not make them look elsewhere.

2 – Grab Their Attention: As noted above, with only 2 seconds to make an impression on a tenant, it is important to maximize that time by utilising visual and keywords. Now is the time to either

take high-resolution images that stage your property positively or hire a professional to do it for you. Is your building in a great location in the heart of the downtown core? How about in a quiet area with a gorgeous riverside view? These are key things to highlight on as they create an emotional response to your ad, and ultimately, get you calls.

3 – Less Is More – Keep It Simple: This can seem like a double conundrum. When you are creating your ad copy, it is important to be descriptive, but also concise: highlight on the important details of your property such as location, any highlighted features such as renovated suites. If the price of rent is lower than the average going rental costs, or a fabulous price for the location and building, it is a great tool to utilize in your advertisement.

4 – Frequency: It's easy to throw in the towel after running your advertisement the first time and only garnering a few calls: but did you know marketing experts say that it can take up to 2 – 3 times of reviewing an advertisement before a consumer can make a decision? There is value in repetition, and repetition is what gets you from vacant to occupied.

While it can seem like a daunting and time-consuming task, with the proper advertising and marketing methods, these tips are sure to secure you the number of tenants you need to fill your empty spaces.

For more information you can contact Amanda at nexthome.ca

INSIDE

Editor's Message	3
Legal Corner.....	4
Executive Director Report.....	6
Annual Golf Tournament.....	9
Welcome New Members	11
Modular Construction.....	12
CBRE Update	13
Understanding Insurance	15
Tenant Dispute Resolution.....	18
Service Member Directory.....	22

ARLA



**Alberta Residential Landlord
ASSOCIATION**

The Voice of the Residential Rental Industry

208, 10544-106 St. Edm, AB T5H 2X6
Ph 780-413-9773 Fx 780-423-5186

*The opinions expressed in any article in
The Rental Gazette are those of the author of
that article and not necessarily those of the
Alberta Residential Landlord Association.*

The Voice of the Residential Rental Industry

HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING

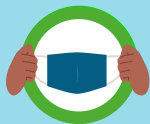
DO'S



DO wear a non-medical mask or face covering to protect others.



DO ensure the mask is made of at least two layers of tightly woven fabric.



DO inspect the mask for tears or holes.



DO ensure the mask or face covering is clean and dry.



DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.



DO use the ear loops or ties to put on and remove the mask.



DO ensure your nose and mouth are fully covered.



DO replace and launder your mask whenever it becomes damp or dirty.



DO wash your mask with hot, soapy water and let it dry completely before wearing it again.



DO store reusable masks in a clean paper bag until you wear it again.



DO discard masks that cannot be washed in a plastic-lined garbage bin after use.

DON'TS



DON'T reuse masks that are moist, dirty or damaged.



DON'T wear a loose mask.



DON'T touch the mask while wearing it.



DON'T remove the mask to talk to someone.



DON'T hang the mask from your neck or ears.



DON'T share your mask.



DON'T leave your used mask within the reach of others.

DO YOUR PART.

Wear a non-medical mask or face covering to protect others when you can't maintain a 2-metre distance.

NON-MEDICAL MASKS ARE NOT RECOMMENDED FOR:

- People who suffer from an illness or disabilities that make it difficult to put on or take off a mask
- Those who have difficulty breathing
- Children under the age of 2

DON'T JUDGE OTHERS FOR NOT WEARING A MASK.

Kindness is important as some people may not be able to wear a mask or face covering.

REMEMBER, wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practise physical distancing and stay home if you are sick.



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Canada



Editor's Message

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

Market Update

What was maybe one of the more challenging summers on record, we are coming out of it with new perspectives on summer vacation, enjoying our own backyards, and playing/watching sports with modified precautions due to the Pandemic which is COVID-19. There are many new normals and with the majority of kids and teachers heading back to the classrooms, we must be diligent in the way we interact with each other and try our best to do it in a safe way. The delicate balance of physical health and mental health must be considered, so we should take a breath and always strive to be kind and patient with one another.

Investment in building construction in Canada increased 1.8% to \$15.1 billion in July. Residential sector investment increased 4.9% to \$9.9 billion, while non-residential investment decreased 3.7% to \$5.3 billion. Construction activity has rebounded in the last few months, with investment in building construction remaining slightly lower than February 2020 levels, before COVID-19 construction restrictions were first put in place. On a constant dollar basis, investment in building construction increased 2.0% to \$12.4 billion. Residential Construction is up in Alberta by 3.6% (Canada 4.9%) while non-residential construction is down 4.7% (Canada down 3.7%) as of July 2020.

Edmonton's purpose-built rental apartment market was resilient in the third quarter of 2020 as overall occupancy rates increased compared to the previous quarter. There were six new purpose-built rental project launches in the City of Edmonton in the third quarter of 2020, which added just under 550 new rental units to the market. Overall occupancy across Edmonton, including Sherwood Park and St. Albert, was 91 percent in the third quarter of 2020; up three percent from last quarter but down two percent compared to the same quarter last year. 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 many Colleges and Universities going mostly online, there may not be the demand for student housing or apartments from the private sector. The Pandemic has also heavily increased the ability to work from home and many workers are leaving the downtown and purchasing or renting in the suburbs to lower their costs.

The inflation rate in the Edmonton, as measured by year-over-year changes in the Consumer Price Index (CPI), was 0.6 per cent in August. This is a reduction from a rate of almost one per cent in July and on a year-over-year basis, residential-related prices in the region increased by 1.6 per cent in August with the most prominent gains in the water, fuel, electricity component, and for rented accommodation.

We expect pricing on multifamily properties to be flat this fall with capitalization rates hovering around 5.5%. 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 mostly flat, there is a risk of increased vacancy as the measures put in place to keep the Pandemic under control negatively affect the economy. Many small business' may not be viable for much longer and unemployment coupled with the Federal assistance winding down this fall could mean difficulties ahead. Demand for multifamily product remains steady, and vendors are choosing to take advantage of record low interest rates to acquire multifamily product during this time of uncertainty.

Sincerely,
Raphael M.H. Yau, B.A. (Econ)
Senior Associate, Multi-family Sales, Capital Markets Group, Cushman & Wakefield Edmonton

Sources: The City of Edmonton, Statistics Canada, Cushman & Wakefield Edmonton Research



ARLA

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

President: Paul Jones

Past President: Pete Ages

1st Vice President: Dan Posa

2nd Vice President: Roxanne Johnson

Secretary / Treasurer: Raphael Yau

COMMITTEES & DIRECTORS

Constitutional: Jaime Lopresti

Education & Conference:

Sherri Doucette & Marisa Redmond

Government Liaison: Sonny Mirth

Membership & Benefits:

Carolyn Flexhaug & Sandy Pon

Rental Gazette Newsletter: Raphael Yau

Program & Social Committee:

Roxanne Johnson & Kate Brisson

Public Affairs & Social Media:

Jonathan Bussey

ALBERTA RESIDENTIAL LANDLORD ASSOCIATION

#208, 10544 - 106 Street
Edmonton, Alberta T5H 2X6

780-413-9773

www.albertalandlord.org

www.suitesmart.ca

STAFF

Donna Monkhouse

Executive Director

donna@albertalandlord.org

Brittany Dorado, Executive Assistant

Events & Member Development

executive@albertalandlord.org





Rental Gazette Legal Corner: Security Deposits - A Primer

BY HEIDI BESUIJEN, REYNOLDS MIRTH RICHARDS & FARMER LLP

Most landlords in Alberta are aware of the basic rules relating to security deposits. They appear in Part 4 of the Residential Tenancies Act (RTA), sections 43 to 47. Generally speaking the rules relating to security deposits in Alberta are that a landlord may only request a security deposit which matches one month's rent and must maintain the security deposit in an interest-bearing trust account as well as records of the deposit for each tenant. There are specific rules relating to how security deposits are returned but those are not addressed in this article. Instead, we will review some questions which have been posed to ARLA of late and offer a high level response to those. Please note that the details matter and you should confirm with your legal counsel if there are questions or concerns about unique situations.

If I collect a full months' rent but also want to collect a pet deposit, is the pet deposit included in the full months' rent?

This is a really good question and the answer is that it depends on how you structure the pet deposit. One approach to this is to term the pet deposit as a one-time non-refundable pet fee rather than a deposit. Deposit connotes some possibility of return of the funds in the future. If you label this as a fee then what you are saying is that this is money which you are paying for the privilege of having a pet in the leased premises.

I would recommend having separate documentation for a pet fee and that documentation should be clear that none of the money will be returned in the future. Further, none of the money is relating to damage such that there will be any expectation on the part of the tenant that if the pet does damage, those funds will be used to address that damage – the security deposit will be used for that purpose. Instead, the pet fee is exactly what the name suggests: a fee for having a pet.

Can I charge a monthly pet fee and a pet deposit?

There is no barrier to charging a monthly pet fee as well as a deposit. However, it is likely better to roll any extra fee for a pet into the rent. This is because the remedies under the RTA may not extend to the pet fee. So, if a tenant pays rent but not the pet fee, I do not think RTDRS, Provincial Court or Court of Queen's Bench would be willing to evict on the basis of non-payment of pet fee.

This means you can either roll the pet fee into the rent at the beginning of the tenancy or make approval of a pet contingent on executing a new lease for the higher amount of rent.

What if I lower the rent, do I have to return some of the deposit?

Section 43(2) prohibits a landlord from requiring

CONTINUED PG 5



R | M | R | F

BARRISTERS SOLICITORS

Reynolds
Mirth
Richards
& Farmer LLP



Sonny Mirth
780.497.3346
emirth@rmrf.com



Heidi Besuijen
780.497.3327
hbesuijen@rmrf.com

LANDLORD & TENANT ISSUES
RENTAL PROPERTY SALES & PURCHASES
PROPERTY FINANCING
LEASES
DEVELOPMENT
CONSTRUCTION

Phone: 780.425.9510 | Toll Free: 1.800.661.7673 | www.rmrf.com



CUSHMAN &
WAKEFIELD
Edmonton

COMMERCIAL REAL ESTATE

APARTMENT SALES

LAND SALES



RAPHAEL YAU
Senior Associate
(780) 917 8326
raphael.yau@cwedm.com

Suite 2700, TD Tower
10088 - 102 Avenue
Edmonton, AB T5Y 2Z1
www.cwedm.com

Continued From P4

a tenant to pay an increase in a security deposit. There is no language which mandates that a landlord refund any part of the security deposit in the event of a decrease in rent. Following the general rules of statutory interpretation I would conclude that it is not necessary to return any portion of the deposit if rent is decreased.

What if there are two tenants but one moves out, how will I need to deal with the security deposit?

The RTA states that the landlord is the trustee of the money held for the tenant who paid it (s 44(2)). However, it also states that if there is an assignment of the lease under section 22 then the landlord holds it for the assignee. This means that if one tenant is leaving, and you are apprised of that situation, it would be best practice to have the tenant leaving the premises to either assign the lease to the remaining tenant only or to a replacement tenant. In that case the records should look the same as they would have without a change except that you will want to note the change in tenants and the timing of that change.

You should be aware that if you have two tenants on a lease you have the ability to seek the full amount of any judgment against either of them as you choose (so if you are owed \$1000 you can collect it all from Tenant A or all from Tenant B or some combination of the two). If one tenant leaves and you allow the lease to be assigned to one tenant only then you are taking on some risk in that it might have been easier to collect from two people than just one.

Protect yourself with the power of
bank statement analysis for your tenant
screening starting at \$4.99

Rentify

Join the tenant screening revolution
@ www.rentify.house

Rentify verifies key financial metrics in seconds

- ✓ Employment income
- ✓ Identity
- ✓ History of NSF charges
- ✓ Average closing bank balance
- ✓ Average monthly debt payments
- ✓ Overdraft percentage
- ✓ Consistent payment of rent & bills & more

Do you own an apartment building or residential rental complex of 40 units or more?

Are you tired of the stress and hassle of managing your own rental properties?

Are you dissatisfied with your current management company?

rentulm.ca



urbanlife
management ltd.

Urbanlife Management Ltd. is a full service management company including **general maintenance services** and **24/7 emergency response**.

Fully licensed and ready to help you maximize the potential of your real estate investment.
Call or Email today to discuss your needs or request a proposal.

780-435-9250 **sdoucette@ulm.ca** or **jwebb@ulm.ca**

Ask us how to get 1 month of **free service**



Executive Director Report Fall 2020

BY DONNA MONKHOUSE, EXECUTIVE DIRECTOR

In thinking back over these past months, I keep thinking how resilient we are. How strong our association is and how our members have remained as engaged and positive as possible.

In March, when the City of Edmonton called the State of Emergency and everything shut down, I was scared and worried about what is going to happen next, what do we do. I remember when they finally shut down the schools and thought of what impact that was going to have. Let's be honest, it was a very scary time, because of things we didn't know. We were pushed to think outside the box and step up to do what we needed to do to make things work and make things happen. And although there was no personal networking or interaction, we managed to stay connected with our members.

Now don't get me wrong, I know it is a difficult time filled with challenges and the unknown, but there were certainly some positives that have come out of this. No, I did not learn how to cook, but I did learn all about

Skip the Dishes! I became a bit of an online shopaholic and when masks became mandatory, I made sure all my family was outfitted in the best fit and color. I learned all about Amazon!

We have been busy in the office and are so excited to be able to semi network with our members at our Golf Classic Tournament and through our online Webinars.




CAN YOU TELL IF WE ARE SMILING OR NOT????

We continue to sift through information daily to ensure our membership is receiving factual information from reliable sources. We were able to participate on the Affordable Housing Review Panel as a stakeholder as well as the City of Edmonton Homeless plan with numerous groups. We continue to be a stakeholder on the ARTAC committee and the Alberta Safety Council. We are working with several groups now on the forthcoming Waste Management Issue that the City is talking about. We sent letters and had numerous discussions with the City of Edmonton on Multi Family Property Taxes and will continue this pursuit for our membership. We spoke with Landlord Associations and groups across Canada during COVID-19 so we were aware of what was happening and learn more about best practices that we can share.

We are here for our members and do whatever we can to assist them!

CONTINUED PG 7



Colliers Macaulay Nicolls Inc.

MULTI-FAMILY PROPERTY EXPERTS

VENDOR REPRESENTATION
BUYER REPRESENTATION
PROPERTY APPRAISALS
FEASIBILITY STUDIES
CONSULTING & ADVISORY SERVICES

MARK SWAENPOEL
mark.swaenepoel@colliers.com

ANDREW SIMPSON
andrew.simpson@colliers.com

PERRY GERELUK
perry.gereluk@colliers.com

RICK ARGUE
rick.argue@colliers.com

2210 Manulife Place, Edmonton, AB | 780 420 1585



GET READY FOR SPRING!

- **PROPER TREE PRUNING:**
 - Elm trees BEFORE March 31st
 - Fruit trees BEFORE "Leaf out"
- **SAFE TREE REMOVALS and STUMP GRINDING** for RE-PLANTING DEPTH
- **CERTIFIED, INSURED, and W.C.B.**

DO NOT TOP TREES! HIRE PROFESSIONALS.

info@trustytree.ca
(780) 860-5500

NOTE: QUOTATIONS ARE NO CHARGE, CONSULTATIONS ARE CHARGED BY ANY PART OF THE HOUR



PR-0597A

Continued From Page 6

SO WHAT ELSE IS HAPPENING AT ARLA'S OFFICE?

- We are staying apprised of the Proposed Waste Management Strategy and how it affects our landlords.
- If you are having concerns at RTDRS please let us know – we cannot help with the issues if we don't know what they are.
- We are working on 2021 Calendar – not sure what will happen but we are planning ahead – Seminars, Webinars, Luncheon Speakers, Trade Show, Golf and AGM and we any luck we will be able to host our Appreciation BBQ and Christmas Jingle and Mingle.
- We are always looking for ways we can assist the members and be heard to improve the Residential Rental Industry. If you have any issues that you want to share, please let us know and we will do our best to make sure we are heard.
- We are looking for ideas that you may have for Webinars, seminars, and Luncheon Speakers. If you know of anyone that does educational seminars or presentations, please let us know. If you can do an online webinar or seminar, on a topic of interest to the membership, please let us know.
- We continue to prospect New Members. Your support

helps our membership grow and in turn your business will grow!! If you know of anyone who is in the Residential Rental Industry – 1 unit or 500+ units, they need to be part of our Association. If you know of a service provider that wants to grow their business, they need to be part of ARLA too. Referrals are great! And will earn you a Free Luncheon.

- We will continue to do weekly broadcasts moving forward to make sure you are up to date on information.

If you would like to share a testimonial about ARLA and what being a member of ARLA is all about or what you have gained from being a member – we will post those to our website so others looking to join will see the benefits from our members!!

Thanks go out to all the members for their continued support of ARLA. We look forward to reuniting with all of you soon.

I know I always quote the Queen, but she says this with such dignity: "We will be with our friends again. We will be with our families again. We will meet again."

For now, please stay safe.

DO YOU OWN RENTAL PROPERTY? ARE YOU TIRED OF LATE OR NO RENTAL PAYMENTS?

TENANTS ARE YANKING YOUR CHAIN?
LOOKING TO EVICT THOSE TENANTS?
NOT SURE HOW OR DON'T HAVE THE TIME?

Contact **EDMONTON EVICTION SERVICES INC** to find out if you can evict and how we can help you reduce stress and move forward.

e-mail: don@edmontonevictionservices.com

cell: 780.974.8427

fax: 780.9979387

CALL NOW – DELAYING COSTS MORE!



JOIN US NOW AND ENJOY OUR DISCOUNTED RATES DURING OUR 25 YEAR ANNIVERSARY PROMOTION!

CONTACTS:

Vice President (Residential)
Paul A. Jones CPM®, ACM, Associate, Partner
paul1@ayreoxford.com

Vice President / Associate Broker (Condominium & Commercial)
Robyn Brown, CPM®, ARM®, Associate Broker, Partner
rbrown@ayreoxford.com

President / Broker
Rose M. Evans, AMO®, Executive CPM®, ARM®, ACM, Broker, Partner
roseevans@ayreoxford.com

Or fill out our Request for Proposal on line @ www.ayreoxford.com

The Accredited Management Organization Accreditation is the only recognition of excellence given to real estate management firms. As an AMO® Firm we demonstrate to investors and clients that we don't just meet the industry standards...we set them.

We are proudly celebrating our 25 year anniversary. Our Management Team is prepared to handle all of your needs, whether your property is well maintained, requires immediate Capital planning, has accounting issues to resolve, or is simply in need of qualified personnel on site with attention to detail



**25% monthly discount for
Professional Property
Management**
"New Clients, 3 month
discounted rate with a 1
Year or 6 month
discounted rate with a 2-
Year executed
Management Agreement."
Valid from January 1st,
2020 thru to December
31st, 2020



**Refer a friend and
receive a referral fee!**



**Contact us for your free
proposal and / or full
promotion
details/restrictions**

AYRE & OXFORD INC.

#203, 13455 – 114 Avenue
Edmonton, Alberta T5M 2E2

Phone (780) 448-4984

Fax: (780) 448-7297

www.ayreoxford.com

An Accredited Management
Organization®(AMO®)



FOR WINDOW & DOOR REPLACEMENT

- 5 year installation warranty
- 40 years experience
- Licensed, bonded, insured, WCB certified
- Comprehensive product warranty
- Knowledgeable staff
- Commercial financial solutions



**ALL WEATHER
WINDOWS
RENOVATIONS**

1-800-639-8846 | awwreno.ca



Platinum member



00021710.2518

Assess the risk level

Risk levels may vary based on your ability to physically distance, the use of non-medical masks by you and others, and the controls put in place at the establishment or setting to further reduce risk. Some examples of low, medium, high risk are provided below but depend on whether or not proper public health measures are followed. Risk level for exposure is impacted by closed spaces, prolonged exposure time, crowds, forceful exhalation (yelling, singing, coughing).

Low risk

Medium risk

High risk



Getting mail and packages



Grocery and retail shopping with public health measures



Camping



Driving Car (solo or with household contacts)



Going for a walk



Backyard BBQ with your 'bubble' contacts



Restaurant takeout



Community / Outdoor parks and beaches



Running / hiking / biking solo or at a distance from others



Socially distanced picnic



Playing "distanced" sports outside (tennis/golf)



Hair salon / barbershop



Medical, health and dental appointments



Hotel / BnB



Taxi / ride shares



Working in an office



Playing on play structures



Movie theatre



Outdoor restaurant/patio



School / camp / daycare



Public pools



Malls / museums / galleries



Weddings and funerals of limited size



Visiting elderly or at-risk family / friends in their home



Bars and nightclubs



Gyms and athletic studios



Cruise ships and resorts



Hugging, kissing or shaking hands



Large religious / cultural gatherings



Watching sporting events in arenas and stadiums



Casinos



Crowded public transportation (bus, subway)



Crowded indoor restaurant / buffet



Amusement parks



High-contact sports with shared equipment (football/basketball)



Conferences



Music concerts, or places where people are singing or shouting



Sexual activity with new people



Indoor party



ARLA Annual Golf Classic Tournament

BY DONNA MONKHOUSE, EXECUTIVE DIRECTOR, ARLA

Well, that was a bit different this year. At least COVID didn't stop us from having fun. The date changed, the course changed, the way we started the day changed, but it will be an experience that we can talk about next year, when we go back to the way it should be.

The new golf course was great and their staff were so helpful! We were able to hold it on a Friday, which is a great way to start the weekend. Not only that but the weather, WOW, the weather was beautiful. Members of the Alberta Residential Landlord Association (ARLA) teed off at scheduled tee times and made their way through the 18 holes. Even with COVID hanging over us we had such Tremendous support from our membership. Our Golf game had to be held to a limited number of players and we had to be cautious with the sponsors on the holes. We carried hand sanitizer, wore masks and social distanced ourselves, but we still managed to get together and say hello to our peers in the industry.

Thank you for your tremendous support!



There was a Candy Hole, with sweets for everyone, there were shot holes that made the golf game so much better, there was a hole in one; breakfast was warm and tasty and came with a shot of baileys for the coffee.

The Prize draws from the hole sponsors were incredible – Gift Cards/golf bags/Golf Clubs/Echo Dots/Google Nest/A cooler with a fall fertilizer package and lots to drink and snack on.

Members enjoyed prizes galore, and a steak to go! We hope all our golfers enjoyed their lunch in this very different way.

Brittany and I cannot thank you all enough for your support to help make this event successful. Special thank you goes out to long term volunteer Joanne McNalley (CRHC) for always being there for this tournament and our members.



We were so pleased that 4 of our new members participated by sponsoring holes.

CONTINUED PG 10

GOLF CLASSIC TOURNAMENT

<p>Title Sponsor</p> <p>Hot Dog Sponsor</p> <p>Hand Sanitizer Sponsor</p>	<p>Silver Sponsors</p> <p>Hole Sponsors</p> <p>Shot Hole Sponsors</p>	<p>Breakfast Sponsor</p> <p>Candy Hole Sponsor</p> <p>Social Media Sponsor</p>
--	--	---

THANK YOU SPONSORS!

Continued From Page 9

We missed Shawna Thompson this year as a volunteer (Lionsgate Builders) as she has taken on a different role now and sponsored one of the shot holes as a New Member.

Damage Inc took on the Hot Dog Hole and Entuitive, Mid West Construction and Weiss Johnson sponsored Holes. Welcome to all of you!

We held a virtual banquet which was again, different, to announce some of the winners and were able to give away door prizes right at the tournament.

We can't wait to see all of you at next year's tournament: Please take a moment and SAVE THE DATE on your calendar Friday, June 25, 2021, 8:00 am shotgun start at Sturgeon Valley Golf and Country Club.

TOURNAMENT HIGHLIGHTS

Winning Team who shot a 60: Team 14 – Jason Bent, Joel Sharp, Jeremy Herrington and Brent Melenica.



Most Honest Team with a score of 147: Johanna Stauffer, Stacey Houston, Connie Knutson and Karen Komant.

Proximity Winners

Ladies Closet to the Pin Marion Bertie
Men's Closet to the Pin Erik Hanson
Ladies Longest Drive Morgan Whitehouse
Men's Longest Drive Joel Sharp
Ladies Longest Putt Stacey Houston
Mens Longest Putt..... Chris Smith

Thank you to our Sponsors:

TITLE SPONSOR..... CHRISTENSEN MCLEAN ROOFING
SILVER SPONSORS..... CEDAR TREE FLOORING
SERVPRO EDMONTON
BREAKFAST SPONSOR BOARDWALK RENTAL COMMUNITIES
HOT DOG SPONSOR..... DAMAGE INC.
SOCIAL MEDIA SPONSOR..... OSCO MUDJACKING
CANDY HOLE SPONSOR IRON SHIELD ROOFING
HAND SANITIZER SPONSOR ECOPEST
SHOT HOLE SPONSORS LIONSGATE BUILDERS
GERALD TOSTOWARYK - CENTURY 21

HOLE SPONSORS:

TRUSTY TREE SERVICES
REYNOLDS MIRTH
RICHARDS & FARMER
AYRE & OXFORD INC.
ZIPSURE AND MY GROUP INSURANCE
HOMEWARD TRUST
CAPITAL REGION HOUSING
WEISS-JOHNSON
ENTUITIVE

ALBERTA FACILITY MAINTENANCE (AFM)

MID CITY CONSTRUCTION

And thanks to Coinamatic for the prize donation.

Thank you everyone for the terrific memories and we look forward to seeing you back out on the course next year.

All the photos from the Golf Tournament courtesy of the social media sponsor and YEGTweeup are now downloaded to the ARLAEdmonton facebook page – so please like and share.



SERV-IT

Bailiff • Process • Tenant Default

Our "Three Step Hassle Free Eviction Process"

1. Preparation and Service of Eviction Notices
2. Representation at the RTDRS
3. Enforcement of Court Ordered Evictions

SERV-IT takes the hassle out of being a landlord!

Contact us today! Our advice is always free!

(780) 424-9020 tds.servit@shawbiz.ca



It's a
no brainer.

Submetered tenants use less energy.

And they trust our bills.



780.429.4774

www.solution105.com

LOCAL • NATIONAL • INTERNATIONAL



ARLA

Alberta Residential Landlord
ASSOCIATION

The Voice of the Residential Rental Industry

ALBERTA RESIDENTIAL LANDLORD ASSOCIATION MISSION, VISION AND VALUES 2020

OUR MISSION

To represent member interests and provide education for the betterment of the Residential Rental Industry.

OUR VISION

To be the collective voice of the Residential Rental Community for our members

OUR VALUES

To promote the positive contributions of our Association and be the go-to for every Landlord and Service Provider.

The Voice of the Residential Rental Industry



New Members!

Akirawd Enterprises

Alicia Andrus

Andrea Erickson

Cam McLinnis

Canadian Tree Care

CBRE

Chris Batdorf

Damage Inc.

Darrel Jeske

Devan Borsboom

Dothlyn McFarlane

Foster Park Insurance

Jennifer Jankovic

John Lam

Jolene Yuen-Jung

Kody Thompson

Lionsgate Builders

Local Real Estate

Michelle Clarke

Mid City Construction

Premium Rentals

Rentify

Rohit Communities

Samantha Massey

Soncur Contracting Ltd.

Tyler Warman

Viktoriya Finkbeiner



TREE OF KNOWLEDGE (TOK) LTD.

Engineering & Consulting Services



Reserve Fund / Building Envelope Studies

Foundational / Parkade Issues

Leak / Drainage Issues

HVAC (All Manner of Ventilation)

Troubleshooting

Practical and Valuable Services You Can Trust

780-434-2376 / tokengineering.com



Alberta Elevating Devices
& Amusement Rides
Safety Association

Permits
Inspections
Code Compliance
www.aedarsa.com



Modular Construction - The Perfect Fit for Affordable Housing

SEPTEMBER 2019 : A GREAT BLOG FROM NRB INC.

Each night in Canada, 30,000 people find themselves homeless and 235,000 will experience that feeling of helplessness each year. These individuals are in desperate need of housing, but the need for affordable solutions goes even further – to students, seniors, Indigenous communities and families who are simply priced out of their local market.

How do governments, institutions, non-profit housing providers, businesses and communities come together to effectively close the existing gaps and ensure a healthy affordable housing supply? Enter modular construction as one possible solution.

What is Modular Construction

The innovative process involves manufacturing sections of a building off-site in a temperature-controlled facility. Those modules are then transported to their final site, set on the foundation footprint by crane, and joined together to make one integrated building. Once the modules are assembled and the integration is complete, the structure is virtually indistinguishable from those built by traditional construction methods.

The Benefits of Modular Construction

While modular construction serves a wide variety of industries, it is in applications like affordable housing where the

benefits are most apparent.

- **Reduced construction timelines:** Manufacturing the modules off site while foundational work occurs concurrently on-site allows the construction timeframe to be reduced by up to 50 per cent.
- **Cost and schedule certainty:** Reducing, if not eliminating, the opportunities for untimely delays caused by weather, site damage, or lack of trade availability creates certainty of budget and project scheduling.
- **Quality:** A high quality structure is assured by building indoors in an environment of strict, factory-style controls and away from elements that may degrade materials.
- **Sustainability:** Waste is significantly reduced, from about 30 per cent on a typical construction site to 2 to 3 per cent in the manufacturing setting. The on-site footprint is also significantly reduced, with less noise, dust and traffic over a shorter period.

Applications for Affordable Housing

While the ability to reduce timelines is the most appealing benefit to affordable housing stakeholders, modular construction also presents flexibility in the approach to building. Both

permanent and temporary structures are finding a place in solving issues of affordable housing supply, with temporary solutions offering the opportunity to use land that has been marked for future uses or that cannot accommodate permanent foundations to address pressing housing needs. Those structures can remain in place for years or be disassembled and redeployed to a different location on an identified timeline.

NRB and Horizon North are playing a key role in affordable housing development with our modular building solutions. Dozens of projects across the affordable housing continuum, including supportive housing, senior housing, and affordable market rentals, have been built by our company across BC, providing more than 1,400 units of housing to individuals and families in need of an affordable place to live.

The importance of a home cannot be overstated. For many residents, affordable housing offers a new chance at life, an opportunity to be part of a community, and the foundation needed to live the life they want. Modular construction can play a key role in addressing community needs across Canada. With the growing conversation and interest in affordable housing, we see an opportunity for the vision of every Canadian having a safe place to call home to become a reality.



**christensen & mclean
roofing co.**

Since 1958
60 YEARS STRONG

- ✓ **Cost Effective Roof Asset Management**
- ✓ **Recognized Industry Leader Since 1958**
- ✓ **New Roof Installation, Repairs & Replacement**
- ✓ **Full Eavestroughing Services & Snow Removal**
- ✓ **Customized Roof Maintenance Program**
- ✓ **Customized Sheet Metal Flashings**
- ✓ **Roof Inspections**

780-447-1672
<http://cmroofing.ca/>



Virtual AGM & Keynote Speaker Save the Date!

Please Join Us!

Friday, November 20, 2020
12:00 pm - 1:00 pm



Keynote Speaker:
Todd Hirsch

**Vice President & Chief
Economist, ATB Financial**

★ **PRIZE GIVE-AWAYS!** ★

*The weather outside is
frightful, but inside on Zoom,
it will be delightful!*



CBRE Market Update

According to CBRE's 2020 Quarter 2 report the average vacancy is currently 8% and the average rent is \$1219.00. Here is the breakdown by Edmonton Areas:

Market	Rent	S/F	\$ per S/F	Vacancy
Castledowns	\$1,260	924	\$1.36	12.10%
Downtown	\$1,302	907	\$1.44	10.40%
East Central	\$1,176	899	\$1.31	4.70%
Hudson Bay Reserve	\$1,053	815	\$1.29	5.50%
Jasper Place	\$1,053	805	\$1.31	7.60%
Millwoods	\$1,262	920	\$1.37	5.00%
North Central	\$1,104	829	\$1.33	7.60%
Northeast	\$1,203	892	\$1.35	3.30%
Southwest	\$1,287	943	\$1.37	8.70%
University	\$1,335	901	\$1.48	11.50%
West Central	\$1,124	810	\$1.39	2.80%
West Jasper	\$1,307	941	\$1.39	9.20%
St. Albert	\$1,381	934	\$1.48	9.30%
Sherwood Park	\$1,548	907	\$1.71	1.30%

Source: CBRE Edmonton 2020 Multifamily Market Report



MY MASK PROTECTS YOU. YOUR MASK PROTECTS ME.





Healthy Albertans.
Healthy Communities.
Together.





ARLA
Alberta Residential Landlord
ASSOCIATION

The Voice of the Residential Rental Industry

**Advertising
Opportunities**

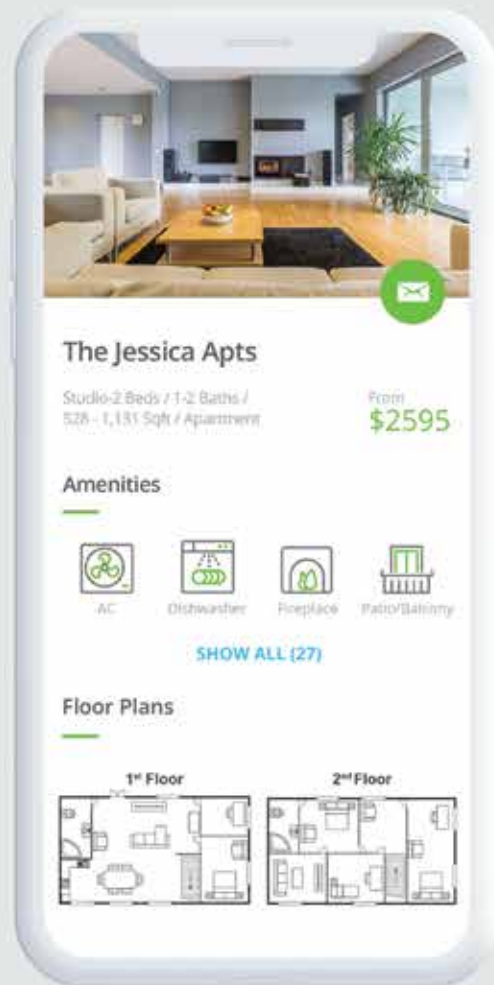
The Rental Gazette Newsletter

Advertising in ARLA's Rental Gazette Newsletter is a low-cost effective way to advertise your business to the associations membership. The Rental Gazette provides a member exclusive opportunity to market its products and services by purchasing an ad.

The Rental Gazette is sent out by an email broadcast quarterly. It will also be posted and shared on ARLA's website, Facebook, Twitter and LinkedIn page – Book an Ad today!

Please Select	Select Ad Size	Pricing per Issue	Pre Paid Four Issues	Total Amount
	Business Card Ad	\$120	\$400 (Save \$80)	
	¼ Page Ad	\$220	\$800 (save \$80)	
	½ Page Ad	\$400	\$1440 (save \$160)	
	Full Page Ad	\$800	\$2880 (save \$320)	
Ad Specs				
Ad Dimension	¼ page Ad (3.75x5)	½ Page Ad (8x5)	Full Page Ad (8x10.5)	---
Applications	Adobe Illustrator	Adobe Photoshop	Adobe Acrobat	Quark Express
Ad Deadline	Spring March 1 st	Summer June 1 st	Fall September 1 st	Winter December 1 st

A refreshingly simple way to manage your properties



"You can't go wrong with
Yardi Breeze. It will make
your life so much easier!"

— *Joni Butterfield*
GF Property Management Group



Property management software for smaller portfolios

See for yourself at YardiBreeze.ca | 888.569.2734

Multifamily | Commercial | Mixed Portfolios



Insurance - Understanding Some of the Issues

BY DOUGLAS MORROW, EXCEL INSURANCE GROUP

Insurance. Everybody's talking about it! Who would have thought that as an owner of a rental property, apartment building, or that as a board member or unit owner of a condominium complex, that insurance issues would become a subject of almost every meeting or discussion? And as a portfolio or property manager, how can one best disseminate all of the issues, problems and questions in what has become an increasingly complicated insurance marketplace?

Perhaps, it's best to start at the beginning and then add some layers to the discussion for a good understanding of the issues. So let's do that.

The insurance industry follows the principle that the 'premiums of the many pay the claims of the few'. What this means is that insurance claims should be unexpected and relatively rare; this so that the pool of premiums collected from all policyholders is there for those few unfortunate enough to have to claim under an insurance policy. Every claim reduces that pool; so to reduce impact, insurance companies ask for deductibles on all policies to exclude smaller claims. Deductibles also have the effect of keeping the owners of the property engaged in best practices, as this first portion of all claims is paid by the owner.

Traditionally, insurance companies budget to earn a return of some 5% of premiums collected for their shareholders, leaving some 95% of premiums available to pay expenses and losses. Once internal expenses, sales commissions and claims costs are deducted, approximately 60% of all premiums paid are available to pay claims.

There are two statistics that it's useful to know. The first of these is the 'loss ratio', which is a simple calculation of the ratio of premiums paid to actual losses sustained. So, a client account with a loss ratio of less than 60% (calculated usually over three to five years) is profitable; a loss ratio over 60% is not.

The second calculation is called the 'combined ratio', which is the ratio of all expenses, including claims, to premiums collected. A combined ratio of 95% is a good number for an insurance company's annual results. When talking about these statistics, most often client accounts are discussed based on loss ratios; and insurance company profitability is discussed by reviewing the combined ratio for either a particular class of business, or the company's overall annual results.

Let's apply these concepts to residential realty exposures. For many years, the largest exposures faced by insurance carriers in this class were slip and fall type liability claims, and fire losses. Both of these have improved over time; for liability claims with owners and managers taking active steps on snow and ice management practices; and for fire, with the advent of propane and gas barbecues instead of charcoal, and a reduction in indoor smoking exposures (including the demise of matches in the hands of children).

Unfortunately, other sources of loss have taken the place of these perils, most notably water damage. Today's multi-family properties have many more exposures to loss; these include in-unit washers, icemakers in fridges, and kitchen dishwashers. The norm of one bathroom has been replaced with the addition of ensuite and powder second or even third bathrooms. Hot water heating systems are more fragile and in-unit adjustable than traditional cast iron radiators, and many buildings have fire protection sprinkler systems. There are so many water damage claims today, that industry professionals actually call water claims 'the new fire' from a claims perspective. And the majority of these claims are much larger than traditional policy deductibles, so virtually all water losses end in a substantial claim.

In the Canadian insurance marketplace, a residential property with a single significant water loss often calculates to a loss ratio of 200% or more over five years; and many insurance companies have reported publicly that their combined ratios for all residential realty placements have been 140% or more in recent years. And what business would continue to budget to receive \$100 for its product, when its costs are consistently \$140 or more?

The old saying 'a rising tide must lift all boats' comes into play here; to return the

combined ratio for this class to balance, the industry must and is continuing to make dramatic changes in strategy and process. Some carriers have unfortunately elected simply to completely exit residential realty, while others have elected to support the class by making changes in strategy; these carriers have elected to stay the course. Changes from this last group include significant increases in pricing to reflect current loss statistics; reducing participation on individual properties to better spread risk (better to write 20% of each of five properties than to write 100% of one property), increasing deductibles specifically on water related exposures, reducing coverage for roof claims, and others.

It's worth considering that the latter approach by insurers, however unpopular with clients, is the harder course; to continue to support the class in a balanced way, to find new ways to underwrite risks profitably, and to endure negative public perception as a result is more difficult (but certainly more helpful) than simply deciding to run for cover.

So what can residential realty property owners and managers do to manage these issues? The answer is more than you think. A lot more. Let's discuss some of these things in detail.

Property owners should consider that they are 'partners in

CONTINUED PG 16

TORLYS

Built in 24/7 protection against mold and odor causing bacteria, extending the lifetime of the floor.



Contact Jody Kelly at jody.kelly@torlys.com or (780) 913-5765
Visit TORLYS.com



LYDALE®

Disaster Clean-up & Construction Services

Saskatoon • Regina • Edmonton • Calgary



- ✓ 24/7 Emergency Response and Disaster Cleanup
- ✓ Reconstruction and Repair Services
- ✓ Asbestos and Mould Remediation
- ✓ Building Envelope Repairs



LYDALE®

www.lydale.com

SASKATOON, SK
306-934-6116

REGINA, SK
306-751-4868

EDMONTON, AB
780-822-1200

CALGARY, AB
403-571-1200

Continued From Page 15

risk' with the insurance companies. So any internal focus within the properties will statistically make a difference in the long term to both parties; less deductibles to pay also means less claims. Here are some ideas for daily or monthly inspections and practices:

For Individual Units:

- Turn off washing machine water pressure lines whenever the machine is not in use;
- Check that all appliances, sinks, tubs and toilets have shut-off valves; test these regularly to make sure they work;
- Shut off these valves when leaving overnight, for the weekend or for a holiday;
- Test operation of sump pumps at least annually; replace pumps very five years;
- Review rules for smoking on balconies; as a note, most planters contain peat moss which will support combustion; planters are not ashtrays;
- Review rules for barbecues on balconies; Electric, LP or natural gas only should be acceptable, and this also depend on building construction.

For Buildings:

- Maintain a logbook for all snow and ice work and summer services such as lawn mowing, tree pruning etc. Track temperature, precipitation, service provided, who by and time performed every day;
- Visually inspect roof and wall systems monthly for deterioration or damage, and maintain a log for this as well;
- Inspect utility and building system spaces monthly for clutter, system deterioration, leaks and similar;

- Inspect parking areas and sidewalks for deterioration, pot-holes, debris and especially sinking or non-level conditions;
- Inspect and test outdoor lighting, electronic and overhead door and security systems and similar;
- Ensure that residents are aware of building water shutoff points, and ensure that these are reasonably accessible in a timely manner;
- Ensure that access to all units, by way of master key, is reasonably possible in a timely manner.

Project Management:

- Create a master building file for marketing your insurance risks, and start by including current project photographs. A picture is worth a thousand words;
- Include a written description of the property for the underwriter. Year built, type of construction, number of stories, number and mix of units, parking space or parkade details, occupant demographics (such as 55+), occupant turnover, major changes, projects or renovations and when performed; all of these tell a powerful story;
- Every three to five years, obtain an professional, independent assessment of building systems in writing, including roof and wall systems, drainage and grading, building water service including hot water tanks, HVAC system, electrical service and wiring, elevator system, and similar. Each report should state current condition and expected remaining service life. This can also form part of a reserve fund study for condominiums;
- Evaluate carefully any building hot water heating system,

and consider adding anti-freezing solutions such as glycol, water escape sensors, automatic pressure drop shut-offs or a combination of these.

For Rental Properties:

- Ensure that all tenants purchase and maintain a tenant's package insurance policy with minimum coverage requirements;
- Ensure that all tenant insurance policies name all adults living on the premises;
- Require a copy of the policy, or that a certificate of insurance be provided each year.

For Condominium Properties:

- Ensure that all Unit Owners purchase and maintain a condominium unit owners insurance policy with minimum coverage requirements;
- Ensure that all Unit Owners policies name all adults living in the unit;
- Consider requiring that a certificate of insurance be provided to the Board each year;
- Communicate clearly the Corporation's approach to deductible chargebacks to Unit Owners, and ensure that Unit Owners insure this exposure on their own policies;
- Include minimum coverage requirements in Corporation Bylaws for Unit Owner coverage;
- Consider articulating a specific deductible recovery policy for the Corporation in the Corporation Bylaws;

CONTINUED PG 17



**LOCAL EXPERTISE.
GLOBAL EXPOSURE.
FROM THE TOP FLOOR
TO YOUR BOTTOM LINE.**

CBRE

PAUL GEMMEL

Senior Vice President
780 905 8990
paul.gemmel@cbre.com

CODY NELSON

Associate Vice President
780 917 4689
cody.nelson@cbre.com

THOMAS CHIBRI, CFA

Senior Sales Associate
780 917 4639
thomas.chibri@cbre.com

www.cbre.ca/edmonton

Continued From P16

- Ensure that the Corporation's Reserve Fund Study is kept up to date as required.

In the insurance industry, it is often said that underwriters charge for what they don't understand. What this means is that current and complete information, both in writing and with decent visual aids will make a difference as to how the insurance companies evaluate your building and associated risks. Good information will affect everything from initial acceptability of the risk for insurance coverage, to quality of coverage, to premiums charged, to deductibles to be applied. Organizing these things in a businesslike and presentable format for each building is well worth the effort.

The items above present real opportunities to reduce the type and frequency of claims to your property, not just to be able to obtain affordable insurance. That should be your mindset; if you are looking at the exposures from the perspective of managing your own risk, the insurance companies will be more inclined to 'partner' with you and issue a policy of insurance.

Let's face it. Any loss is a bad loss, whether covered by insurance or not. The work and inconvenience to owners and residents alike after a significant loss event, this in addition to the actual costs incurred, are themselves good reasons to consider some or all of these suggestions. The items above are not a complete list, but a good start. Start these processes today, and communicate and work hard to get buy-in from all residents and owners. Finally, work closely with your chosen insurance professional to develop a strategy that will help to guarantee success for the long term.

The author Doug Morrow is an Insurance Broker that has specialized in real estate insurance programs and contract management for almost 40 years.

Karen McCracken is a Commercial Insurance Broker that has been specializing in real estate insurance policies for over 25 years and a long time member of the Alberta Residential Landlord Association.

*Douglas Morrow CCIB, CIP, CRM
CEO Managing Director, RiskTech Insurance Services Ltd.*

*Karen McCracken CAIB, CIP
Commercial Account Executive, Treasures Insurance & Risk Management Inc.*

Both Partners of Excel Insurance Group

Excel
Treasures Insurance and Risk Management Inc.

Rental Gazette Humour

Why do 9 ants get to live in an apartment for free?

Because they're not tenants.



Reduce Energy Costs!
Weather Seal Your Windows & Doors

**ALL
REACH
GLASS**
SERVICES INC.

(780) 483 9561

www.allreachglass.com

- ◆ Window & Patio Door Restorations
- ◆ Window, Door & Hardware Replacements
- ◆ Weatherstripping & Caulking
- ◆ Window Replacement Projects
- ◆ Sealed Unit Replacements
- ◆ Interior Glass & Mirror Installations
- ◆ Swing Stage / Man Lift Glass Service

**24 Hr Emergency Service
to Account Customers**

Window & Door Specialists



**ALBERTA'S PREMIER EVICTION AND
DEBT RECOVERY EXPERTS**

- Preparation/Service of Eviction Notices
- RTDRS Eviction Claim Representation
- Landlord Distress Seizure of Tenant Assets
- Provincial Court Eviction Representation
- Writ of Enforcement Seizure of Assets
- Obtaining RTDRS Monetary Judgments
- RTDRS Damage Claim Representation
- Bailiff Eviction Enforcement
- Writ of Enforcement Filing
- Garnishment of Wages/Bank Accounts

We are proud to offer reduced rates for ARLA and CRRA members



CONSOLIDATED
civil enforcement

300, 801 Menning Road NE Calgary AB T2E 7M8
4482 - 97 Street NW Edmonton AB T6E 5R9
www.ccebailiff.ca

P 403.262.8800 F 403.262.8801
P 780.448.5833 F 780.448.0698
RTSP@ceebailiff.ca

Tenant Dispute Resolution Options

Tenant Dispute Resolution Options

When resolving a tenancy law dispute (for example, you have a dispute over your lease, security deposit or eviction), the options you have in resolving your dispute are different than if you have a human rights complaint. The following information outlines some of your options.

Talk to your landlord

Most tenancy problems can be resolved by communicating about the situation with your landlord and trying to work out a solution that both sides can live with. If you reach an agreement with your landlord, make sure it is in writing. If an agreement cannot be reached, you should make sure the problem has been written down in a letter and given to the landlord. It is important to have problems documented because then you will be able to prove that the issue was brought to the landlord's attention.

The Residential Tenancy Dispute Resolution Service (RTDRS)

The RTDRS offers landlords and tenants an alternative means of resolving serious disputes outside of court. This service is designed to be faster, more informal, and less expensive than the courts. A tenant or a landlord who has concerns related to an eviction, unpaid rent/utilities, security deposit, damages, repairs, or other common disagreements may use the service.

To make an application, certain forms must be filled out, filed, and served on the landlord, who then has a chance to respond in writing. A hearing date will be set for the matter to be heard before a Tenancy Dispute Officer, who may make binding decisions on claims up to \$50,000.

Does the RTDRS hear human rights complaints?

No, the RTDRS cannot hear a matter if the dispute involves a determination of human rights. The RTDRS cannot deal with human rights issues because they are considered technical legal issues in which the RTDRS has no expertise.

If a tenancy dispute application is made to the RTDRS and a Tenancy Dispute Officer believes that there is a potential human rights issue, the Dispute Officer must make an Order saying so. The person who had applied to the RTDRS (the "applicant") must then choose to withdraw the application or designate the court (Provincial Court or Court of Queen's Bench) to which the matter is to be transferred. If the applicant designates a court, the RTDRS must send the following to the Clerk of that court:

- The record of any evidence in the form in which it was received.
- Any money paid into the Dispute Resolution Service.
- Any documents and materials in the possession of the Dispute Resolution Service.

If you are unsure if a dispute involves a human rights issue, you should contact the Alberta Human Rights Commission.

Provincial Court (Civil)

The Provincial Court of Alberta is available for landlords and tenants to apply for a remedy of up to \$50,000. To make an application to Provincial Court, certain forms must be filled out, filed, and served on the landlord, who then has an opportunity to respond in writing before a trial date will be set.

Court of Queen's Bench

The Court of Queen's Bench is the highest level of trial court in the province of Alberta. It is recommended that lawyers represent parties at this level of court. While landlords and tenants can use this court for disputes, it is more common for these applications to be heard in Provincial Court or the RTDRS.

Mediation Services

Mediation is a process where parties discuss problems and try to reach a solution with the help of a mediator. Tenants living in Edmonton or Fort McMurray may contact their local Landlord and Tenant Advisory Board (LTAB) for more information about this service. If a tenant is a party with a civil claim in Provincial Court, the Court may offer mediation through their Civil Claims Mediation Program.

Where to find more information

RTDRS

Edmonton: 780.644.3000
Outside of Edmonton: (toll-free) 310.0000 then
780.644.3000
<http://bit.ly/2WNPkRM>

Provincial Court (Civil)

<http://albertacourts.ca/pc>

Court of Queen's Bench

<http://albertacourts.ca/qb/home>

RCAS Contact Centre

RCAS is a group of programs and services offered by the Government of Alberta in collaboration with the courts of Alberta. It provides administrative support to the courts.
1.855.738.4747

For more information and suggested resources on courts/court services, refer to the Centre for Public Legal Education Alberta's resources:

<https://www.lawcentralalberta.ca/selfrepllitigants>

<https://www.law-faqs.org/pretrialapps>

Mediation offered by local Landlord and Tenant Advisory Board (if you live in Edmonton or Fort McMurray)

Edmonton: 780.496.5959
Wood Buffalo (Fort McMurray): 780.743.7888

Provincial Court Civil Claims Mediation Program

<http://bit.ly/2WMd2m1>

You should not rely on this publication for legal advice. It provides general information on Alberta law only.

This publication acknowledges funding provided by the Alberta Human Rights Education and Multiculturalism Fund.



© 2019, Legal Resource Centre of Alberta Ltd.
Operating as: Centre for Public Legal Education Alberta

Centre for
Public
cplea
Legal Education
Alberta

www.cplea.ca

Nov. 30 - Dec. 4, 2020

BUILDINGS WEEK




Brought to You Virtually By



BUILDEXALBERTA.COM
THEBUILDINGSSHOW.COM

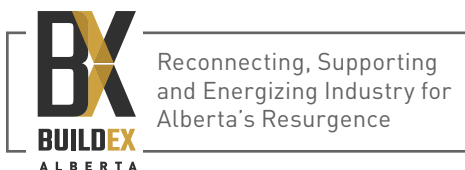
Buildings Week is an exciting new virtual conference and marketplace, brought to you by BUILDEX Alberta and The Buildings Show. Join a national event connecting design, construction and property management professionals across Canada.

ARLA Supported Sessions for Alberta's Residential Property Managers:

-  Treating Residences and Businesses Safely with Advanced Options in Pest Management
-  Tenant Screening 101: A Successful Model for Tenant Screening
-  Emerging Trends in Alberta's Insurance Industry and Their Impact on Property Management

ARLA members get 10% off registration. Contact ARLA for your discount code.

www.buildexalberta.com



Lead Association of BUILDEX Alberta



Unlock your rental potential



Find out how you can
benefit from teaming
with 4Rent.ca

4Rent.ca

APARTMENT RENTALS SIMPLIFIED – NATIONWIDE

CAROLYN PORTEOUS | CAROLYN@MEDIAClassified.ca | 780.984.4902

Service Member Directory

4Rent.ca	leo@mediaclassified.ca	866-448-4223
Abalon Construction	solutions@abalonconstruction.com	780-935-2777
AEDARSA	gord.pattison@aedarsa.com	780-448-0184
Affinity Credit Solutions	brian.summerfelt@affinitycredit.ca	780-428-1463
Alarm Tel	darryld@alarmtel.ca	780-850-4525
Alberta Facility Management	tennis@albertafm.ca	780-660-7338
Alberta Roofing Contractors Assoc.	krutherford@ARCAonline.ca	403-250-7055
All Reach Glass Services Inc.	badams@allreachglass.com	780-483-9561
All Weather Windows	efradsham@allweatherwindows.com	780-915-6120
Amptec Fire & Security	jerry@amptec.ca	780-426-7878
Amre Supply	rachael.bosch@amresupply.com	780-426-2673
Arbor Tech Utility Services Ltd	info@arbortechservices.ca	1-888-660-4440
Atco Energy	jeff.kolbuc@atco.com	780-420-3473
Boyle Street Ventures Inc	jreiniger@boylestreet.org	780-426-0500
Butler Plumbing Heating & Gasfitting	kevin.korte@butlerplumbing.ca	780-432-3947
Capitall Exterior Solutions	craighatt@capitall.ca	780-757-3930
Catalyst Condo Management Ltd.	support@catalystcondos.com	1-844-902-6636
CBRE	paul.gammel@cbre.com	1-780- 424-5475
Cedar Tree Flooring Inc.	info@cedartreeflooring.ca	780-935-6643
Centimark Roofing Ltd.	paul.penney@centimark.com	780-482-7663
Certified Professional Contracting & Floo	info@certifiedpro.ca	780-452-6293
Christensen & McLean Roofing Co. Ltd.	phil@cmroofing.ca	780-447-1672
CL. Painting Inc	cl.painting@yahoo.ca	403-460-4240
Classic Landscapes Limited	trevor@classiclandscapes.com	780-485-0700
Cloverdale Paint Inc.	bhonecker@cloverdalepaint.com	604-551-8083
Coinamatic Canada Inc.	dan.posa@phelps.ca	780-786-8388
Colliers Macaulay Nicolls Inc.	perry.gereluk@colliers.com	780-969-2979
Consolidated Civil Enforcement Inc.	sabrinaw@ccebailiff.ca	780-237-9068
Cushman & Wakefield Edmonton	raphael.yau@cwedm.com	780-917-8326
CVG Canadian Valuation Group Ltd	cvg@canadianvaluation.com	780-421-4200
Dalwing Roof Consulting Ltd.	jsharp@dalwing.com	780-993-1323
Damage Inc	jesse@damage-inc.ca	780-589-0023
Danewood Investments	terrancedmartin@gmail.com	780-952-8549
Davey Tree Expert Company of Canada	kevin.cassells@davey.com	780-433-8733
Davpo Enterprises	davpo.dianne@gmail.com	780-966-0525
Delta Valley Landscaping and Lawn Service	luke@deltavalley.ca	780-886-0873
DKI-Disaster Kleenup International	alison@sparkleanrestoration.ca	780-460-0623
DSC Construction Inc	nishal@dsc-construction.ca	780-459-0931
Durabuilt Windows	cheryl@durabuiltwindows.com	780-455-0440
Ecopest Inc.	sameer@ecopest.ca	780-448-2661
Edmonton Eviction Services	don@edmontonevictionservices.com	780-974-8427
Edmonton Exterminators Ltd.	edextern@telusplanet.net	780-466-8535
Enercare Home and Commercial Services.	Warren.Kuchta@enercare.ca	780-884-2742
Entuitive	brian.shedden@entuitive.com	780-902-9119
Excel Sheppard Insurance Service	daniel@sheppardinsurance.com	780-915-2000
Foster Creek Brokers	Daniel.Robinson@fosterpark.ca	780-203-2959
Four Elements Electric Ltd.	shawn@four-elements.ca	780-850-0166
Gerald Tostowaryk Century 21 Urban Realty	gerald.tostowaryk@century21.ca	780-887-3709
Great Canadian	hishamh@greatcanadian.ca	780-554-1176
Hub International	kelly.barclay@hubinternational.com	780-453-8415
Hydro-Flo Plumbing & Heating Ltd.	james@hydro-flo.ca	780-203-2230
Infinite Plumbing Heating & Drain	infiniteplumbing@live.com	780-782-4441
Iron Shield Roofing	cory@ironshieldroofing.com	780-758-7663
Karlen-Elecom	daniel@elecom.ca	780-453-1362

KMS Plumbing	info@kmsplumbingeg.com	587-340-4059
Kone Elevators	philippe.petit@kone.com	780-452-9227
Lionsgate Builders Corporation	Shawna@Lionsgatebuilders.ca	780-278-3598
Locnest Holding Inc.	jeremy@locnest.com	403-818-5332
Lowe's Group Rona	Don.Darnley@Rona.ca	403-464-0620
Lydale Construction (Edmonton) LTD.	lbooth@lydale.com	780-443-8851
Mid-City Construction Management Inc.	lwatson@mid-city.ca	1-780-886-4114
My Group Insurance Broker	Kathleen.Corkum@mygroup.ca	587-337-4116
Nelro Services Ltd.	trevor@nelro.com	780-454-4838
OAB Reliable Carpet & Furnace Cleaning	oabcarpetcare@live.ca	780-720-2007
Orkin/PCO Services Corp.	tbarracough@orkincanada.com	780-483-3070
OSCO Mudjacking & Shotcreting Ltd.	accounts@oscomudjacking.com	780-469-1234
Payment Quality Consulting Ltd.	darrickpayment@me.com	780-293-1269
Peak Hydraulics Corporation	brad@peakhydraulics.ca	780-918-6696
Peak Sewer & Underground Services Ltd.	brad@peaksewer.ca	780-918-6696
Rapid Response Industrial Group Ltd.	info@rapidresponseind.com	780-996-6566
RE/MAX Comm. Capital Property Mgmt.	pri@rccpm.ca	587-525-8900 416-365-7060 ext. 221
Rent Check Corporation	bjmaxwell@rentcheck.ca	416-857-4914
Rentals.ca	genevieve@rentals.ca	403-347-7388
RentBoard Inc.	info@rentboard.ca	780-907-9680
Rentokil Steritech Pest Control	doug.wadlow@rentokil.com	780-425-9510
Reynolds Mirth Richards & Farmer LLP	emirth@rmrf.com	780-818-6911
Screen Savers Inc.	aboutin@screen-savers-plus.com	780-424-9020
Serv-It Process & Bailiff Services	tds.servit@shawbiz.ca	780-224-6075
Servpro of Edmonton Southside	dumley@servproedmonton.com	780-488-9688
Smart Fix Asphalt Infrared Repair LTD	aldo@smartfixasphalt.ca	780-429-4774
Solution 105 Consulting Ltd.	timinski@solution105.com	780-446-6739
Soncur Contracting Ltd	semerson@soncur.com	780-437-6548
Speedy Glass 8638	rfullbrook@belroncanada.com	587-926-6905
Storm Appliance Inc	riley@stormappliance.com	780-893-3902
Strata Electrical Contracting Inc.	janene@strataelectrical.com	780-444-7733
Telus Communication Inc.	pauline.phillip@telus.com	7809135765
Torlys Smart Floors	jody.kelly@torlys.com	780-434-9414
Trail Appliances Ltd./Commercial Ldry Treasures Insurance & Risk Management Inc	tmoulding@trail-appliances.com	780-452-4405
Tree of Knowledge (TOK) Engineering Ltd.	karen.mccracken@excelrisk.ca	780-434-2376
Trusty Tree Services	mbrankey.tok@shaw.ca	780-860-5500
Weiss-Johnson Sheet Metal	info@trustytree.ca	780-463-3096
Westview Village	marcus.krampitz@weiss-johnson.com	780-447-3345
Yardi Canada Ltd.	ggriglak@lautrecitd.com	1-800-866-1144
Zipsure.ca	Amanda.Moreira@Yardi.Com	902-434-8734
	kcorkum@zipsure.ca	

ARLA



**Are you a Landlord in Alberta
in need of professional
Landlord Forms & Notices?**

The Alberta Residential Landlord Association (ARLA) carries all the necessary Residential Landlord Forms that Rental Housing providers need for conducting their business.

Documents can be purchased online through ARLA's website or directly from the office during regular business hours.

Please visit www.albertalandlord.org for more information.