

# RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY

# ARLA



Alberta Residential Landlord  
ASSOCIATION

*The Voice of the Residential Rental Industry*

ISSUE 3  
VOLUME 27  
FALL 2022



## 2022 ARLA Annual General Meeting & Christmas Luncheon

Join us on November 25, 2022 at the Chateau Louis for our Annual General Meeting and Christmas Luncheon from 11:30 to 2:00 p.m.

Prizes Galore, Entertainment, Lunch and Lots of Fun - and don't forget the PHOTO BOOTH!

See Page 4 for further details.

## CONTACT ARLA

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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.

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## HOARDING & TENANCY SITUATIONS

BY JUDY FENG, BCom

Dealing with hoarding in a tenancy situation involves a balancing act between a landlord's rights and tenant's rights under the law. Under the Residential Tenancies Act (RTA), a tenant has the right to quiet enjoyment of their property, and a landlord has a corresponding duty to make sure this right is upheld. However, a tenant also has a duty to keep their home in a reasonably clean condition and a landlord also has a duty to meet minimum housing and health standards in their housing premises. Hoarding situations can be especially challenging when mental disability and/or other human rights issues are involved.

It is estimated that 2 to 6 out of every 100 people suffer from hoarding disorder, which is recognized as a mental disorder in the 5th Edition of the *Diagnostic and Statistical Manual of Mental Disorders*. Hoarding disorder is the persistent difficulty in getting rid of things and/or a strong desire to acquire things, resulting in extremely cluttered living space and significant impairment in important areas of functioning (for example, social and occupational functioning).

Hoarding disorder can present in different ways and can vary in severity. For example, a hoarding tenant may simply accumulate an inordinate amount of clutter or a large number of animals. Sometimes hoarding becomes so severe that it can lead to potential health and safety hazards for both the tenant and others. For example, hoarding can lead to fire hazards, mold, insects, rodent infestations, or noxious odours. Extreme hoarding can lead to property being declared unfit or unsafe for human habitation.

**I'm a Landlord and Have Received Several Complaints that One of my Tenants is a Hoarder. What Can I Do?**

If you suspect that your tenant is hoarding and there may be potential safety and health issues in the premises, you can serve the tenant with a 24 hour Notice of Entry to inspect the premises. You should document the

**CONTINUED PAGE 2**



## FEATURE ARTICLE: CONTINUED FROM COVER

BY JUDY FENG, CPLEA

inspection and outline your concerns in writing. Talk to your tenant about your concerns and work

with them to formulate solutions for removing clutter – especially any clutter that poses an immediate health and safety concern. You can also refer your tenant to community resources for hoarding disorder.

**Tip:** The Residential Tenancies Act does not address the issue of accumulation and removal of clutter on rental properties. If the law is silent on a particular issue, then the landlord and tenant can agree to anything in the rental agreement, as long as it is not illegal. Consider having your standard rental agreement reviewed by your lawyer. Your lawyer may be able to provide advice on how to address this issue in your rental agreement, as well as any other concerns.

If you are concerned about a tenant's hoarding, be aware that you may have a duty to accommodate the tenant. Under the Alberta Human Rights Act, a landlord cannot discriminate against a tenant based on mental disability or any other grounds under the Alberta Human Rights Act. Hoarding may be considered a disability requiring accommodation under the Alberta Human Rights Act. If a tenant is suffering from hoarding disorder that is a symptom of or amounts to a disability, a landlord has a duty to accommodate that tenant, up to the point of undue hardship. Undue hardship occurs if accommodation would create onerous conditions for a landlord, for example, intolerable financial costs or serious disruption to business.

**Tip:** To learn more about the Alberta Human Rights Act and a landlord's human rights obligations in a tenancy situation, refer to the Alberta Human Rights Commission's website: [www.albertahumanrights.ab.ca/Pages/default.aspx](http://www.albertahumanrights.ab.ca/Pages/default.aspx)

### How Can I Accommodate a Hoarder?

Accommodation means making changes to certain rules, standards, policies, and physical environments to ensure that they don't

have a negative effect on a person because of the person's mental disability or any other protected ground. In a tenancy situation, reasonable accommodation may include:

- Allowing tenants to accumulate more clutter than other tenants
- Working with tenants to help them improve any legitimate health and safety implications of a large accumulation of property
- Providing extra storage space for tenants unable to get rid of possessions that are safety concerns after all other efforts have failed

*Content in list adapted from article by Sarah Eadie, "Human Rights in Residential Tenancies and the RTDRS" (May 8, 2012), online (blog): The Access Review <[accessreview.ca/2012/05/08/human-rights-inresidential-tenancies-and-the-rtdrs/](http://accessreview.ca/2012/05/08/human-rights-inresidential-tenancies-and-the-rtdrs/)>*

### What Can I Do if Accommodation Doesn't Work?



Eviction may be an option if accommodation doesn't work. Under the RTA, if a tenant breaches the rental agreement or the RTA, a landlord can evict a tenant through a 14 Day Eviction Notice and, if a tenant opposes or fails to move out, the landlord can apply to the RTDRS or the Provincial Court for an order terminating the tenancy. While eviction is an option, balancing a tenant's right to enjoy their property with a landlord's duty to maintain minimum housing and health standards is difficult. The situation can become especially complicated when a tenant has a mental disability or if there's any other human rights issues involved. Landlords should speak with a lawyer before evicting a tenant with hoarding disorder or pursuing any legal remedies.

**Tip:** If a situation involves a tenant hoarding animals, you can contact your local Humane Society or SPCA. Different agencies will investigate concerns based on the animal's location, type and the nature of the concern. For more information, refer to the Edmonton Humane Society's webpage on reporting animal concerns in Alberta: [www.edmonton-humane.com/what-we-do/services/report](http://www.edmonton-humane.com/what-we-do/services/report).

### COMMUNITY RESOURCES FOR HOARDING DISORDER:

#### Mental Health Help Line

24/7 telephone service for Albertans which provides information about mental health programs and services and referrals to other agencies  
1.877.303.2642 (Toll free)

#### Canadian Mental Health Association (Edmonton) : Sorting Through Hoarding Drop-In Support Group

[www.edmonton.cmha.ca/programs\\_services/hoarding-support](http://www.edmonton.cmha.ca/programs_services/hoarding-support)  
780.761.5693 or 780.717.1745

#### Seniors Association of Greater Edmonton (SAGE) : This Full House Program (program for individuals aged 55 and over)

[www.mysage.ca/help/this-full-house](http://www.mysage.ca/help/this-full-house)  
587.773.1764

#### Carya (Calgary)

**Making Room A Hoarding Support Group**  
[www.caryacalgary.ca/our-programs/older-adults/making-room](http://www.caryacalgary.ca/our-programs/older-adults/making-room)  
403.537.3383

#### Calgary Community Hoarding Coalition

[www.toomuchstuffcalgary.ca](http://www.toomuchstuffcalgary.ca)

#### Information on hoarding disorder

##### My.Health.Alberta.ca

[myhealth.alberta.ca/Health/Pages/conditions.aspx?hwid=abq2245&#abq2246](http://myhealth.alberta.ca/Health/Pages/conditions.aspx?hwid=abq2245&#abq2246)

#### Anxiety Canada

[www.anxietycanada.com/adults/hoarding-disorder](http://www.anxietycanada.com/adults/hoarding-disorder)

#### eMentalHealth.ca

[www.ementalhealth.ca/Alberta/Hoarding/index.php?m=article&ID=13330](http://www.ementalhealth.ca/Alberta/Hoarding/index.php?m=article&ID=13330)

For more information on tenancy law in Alberta, go to [www.landlordandtenant.org](http://www.landlordandtenant.org). A PDF version of this publication will be available on the website in June 2019.

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## EDITOR'S MESSAGE FALL 2022

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

### Market Update Fall 2022

So Summer is over...  
did you blink and miss  
it? While the Summer

seems to have flown by, hopefully it is because our lives have started to return to pre pandemic levels as far as gatherings and events. Concerts are back, festivals are back, sports are back, weddings are back, and travel is back! That's the good news, now if the powers that be could get inflation under control and lower the price of everyday goods, perhaps we could turn our frowns upside down! I hope you all had a wonderful summer and thank you to all whom participated, sponsored, and volunteered in the ARLA Golf Classic Tournament at the Sturgeon Valley Golf & Country Club.

The Government of Alberta reported strong economic gains and a budget surplus in its latest fiscal update and in the 2022-23 first quarter, the provincial government is running a budget surplus of \$13.2 billion. That is \$12.6 billion higher than what had been previously forecast. The budgetary recovery was largely due to soaring commodity prices and royalty revenues but according to the Premier, fiscal restraint and broader economic growth contributed to recovery.

There were other positive economic indicators such as the addition of 68,200 jobs since the beginning of 2022, the unemployment rate falling to its lowest level since 2015 at 4.8% and expected real GDP growth of 4.9 per cent in 2022. Taxpayer debt in Alberta as of March 31, 2023, is forecast to be \$79.8 billion, about \$10.4 billion less than what had been estimated in this spring's budget. The government is adding \$1.7 billion to the Heritage Savings Trust Fund and the Heritage Fund will now have a total of \$2.9 billion.

The province has committed to indexing personal income taxes to inflation, retroactive to the 2022 tax year to assist with the increasing prices for all goods. The basic personal tax amount is rising to \$19,814 and will increase again in 2023. This means that about approximately 80,000 - 95,000 Albertans will join the 1.3 million tax filers who already pay no provincial personal income tax. Hopefully this will help offset some of the increased cost many of you and your tenants have faced in the past year.

Alberta is likely to lead the way in terms of economic growth this year, as the steep climb in crude oil, natural gas and agricultural prices lift incomes in the province. Many analysts have increased near-term forecasts for both oil and natural gas in the June/July due largely to the impact of growing sanctions on Russia. Although remaining higher for longer, prices for both commodities are still projected to pull back towards

the end of 2022 and into 2023 on the back of slowing economic growth across advanced economies.

It is forecasted that Alberta will experience a decent increase in oil and gas production this year, as producers move to benefit from the favorable price backdrop. So far, oil production growth has been modest. The prediction is that oil production could expand by 200,000 barrels/day this year. Meanwhile, natural gas production has been strong so far this year and it is expected with further gains moving forward.

Notwithstanding these positives, there are some stiff headwinds that the province is facing. Perhaps most notably, households in the province are carrying a relatively large share of debt and will be strained by the steep rise in borrowing costs. Moreover, wage growth has been muted, because of past economic weakness.

It's been a long, challenging road back to surplus for Alberta and the modest spending plan laid out in their latest provincial budget indicates that fiscal prudence remains their key goal.

The inflation rate in the Edmonton, as measured by year-over-year changes in the Consumer Price Index (CPI), was 8.2 per cent in June 2022, the highest it has been since March of 2003. The Bank of Canada has increased its policy interest rate target five times so far in 2022, with its most recent increase of 75 basis points bringing the rate target to 3.25 per cent (compared to 0.25 per cent at the start of the year), to help to bring inflation back to its two per cent target. The global and Canadian economies are evolving broadly in line with the Bank's July projection. The effects of COVID-19 outbreaks, ongoing supply disruptions, and the war in Ukraine continue to dampen growth and boost prices.

We expect pricing on multifamily properties to be flat this fall with capitalization rates hovering around 5.75%. Rents have increased slightly, but not at the rate of inflation and due to cost of goods increasing in almost all aspects, there have been rumblings of unaffordable rents in markets across Canada. Demand for multifamily product remains steady, and vendors are choosing to take advantage of CMHC financing and locking in interest rates to acquire multifamily product during this time of uncertainty although the length of time for financing approval has taken longer in recent times. It may be another quarter or more before we see the influence of rising interest cost on commercial real estate transactions and how it affects volume and pricing.

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

*Sources: The City of Edmonton, TD Economics, Cushman & Wakefield Edmonton Research. While effort has been taken to ensure the accuracy of the information and analysis herein, it should not be construed as financial advice.*

# ARLA

## BOARD OF DIRECTORS

### EXECUTIVE COMMITTEE

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Raphael Yau & Tania Andrushko

Program & Social Committee:

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Public Affairs & Social Media:

Jonathan Bussey

Director: Roxanne Johnson

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# AGM & CHRISTMAS LUNCHEON

NOVEMBER 25, 2022

11:30AM-2:00PM

CHATEAU LOUIS CONFERENCE CENTRE  
GRAND BALLROOM

\$50.00/MEMBER

Enjoy **FOOD**  
Fun & **Drinks**



**IMPROV  
ENTERTAINMENT  
PROVIDED BY RAPID  
FIRE THEATRE!**

RSVP to Brittany at  
[brittany@albertalandlord.org](mailto:brittany@albertalandlord.org)



**ENTUITIVE**







## EXECUTIVE DIRECTOR REPORT FALL 2022

BY DONNA MONKHOUSE, EXECUTIVE DIRECTOR

**Save the Date and Mark your Calendars for the October Seminar and Luncheon!** Sorting

Through Hoarding

and Colleen Derksen from Sage, Speaking on Hoarding and other Mental Health Issues.

**AGM with Lunch, Entertainment and Tons of Prizes! November 25, 2022 - and - Our 4th Annual Jingle & Mingle will be held Thursday, December 8, 2022 from 3 - 6pm at Brewsters.**

### **DON'T MISS THESE EVENTS!**

Summer is over and I can't believe it went that fast! The kids are back in school, people are back from vacations or staycations, and it appears a lot of workplaces have now opened their doors to staff and the public! I can tell you the roads are a lot busier and parking in front of our office is near impossible since MacEwan University opened!

With our office in full swing and keeping very busy, we continue to welcome new members and reconnect with existing!

ARLA's office kept busy over the summer! We engaged with the City of Edmonton with respect to the upcoming budget, affordable housing, banning of cosmetic pesticides and more.

We continue to monitor the issue with further Licensing of Property Owners and so far, the Mayor has been requested by council to send letters to the province to enforce more rules & restrictions on landlords - I am sure this topic will keep coming up! Rent Controls was also a topic at the Provincial Government and Jason Kenny stated:

"There are unintended consequences to policies like rent control. I know people are struggling with inflation and the high cost of living," Kenney said, adding "The market is preferable in the long run."

Apartment vacancies seem to be dropping and rental rates seem to be increasing, which is a good sign. Many landlords have faced significant increased costs and higher vacancies over the past 3 years. With these market changes, we are finally able to begin making up some of our losses. We do encourage landlords to be reasonable when it comes to increasing rents and if larger increases are necessary to meet costs doing a higher increase on tenant turnover is more favorable than to an existing tenant.

We sent a letter to the RTDRS Director and staff with respect to issues that have been brought to our attention. We will keep you updated if there is anything new. We also sent a letter to Service Alberta requesting some Red Tape Reductions to the RTA that would certainly streamline the process for our Landlords! Hopefully we will see some of those soon. We interviewed with the Edmonton Journal and were on the Shaye Gnam show speaking to the issue that came up with respect to a "Bad Tenant List". This brought us some attention from Landlords, and we gained some new members.

We held our annual appreciation BBQ in



July and had a great turnout! Food, prizes, drinks and a beautiful day, made for a successful event!

Thank you to our Burger Flippers! Marisa Redmond, Roxanne Johnson, Joseph Rubay, Anna Loberg-



Mulgrew and Sabrina Wilson.

We continue to look at different ways to engage our members and continue to grow our community. Keep those referrals coming! It would be great to have several names in our draw jar every 4 months for a \$100 gift card for referring a member that joins!

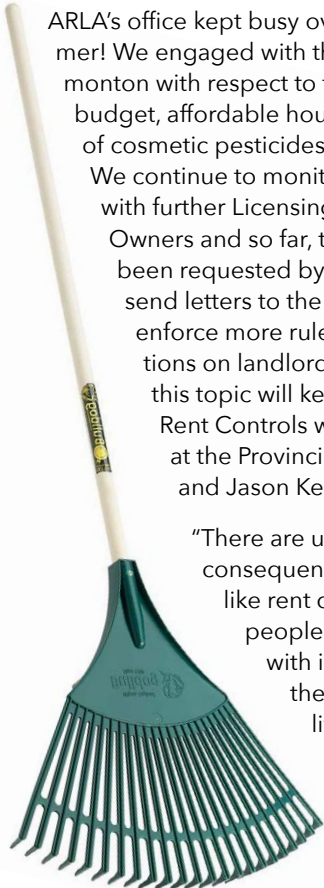
We continue to be involved on committees for the Minister of Housing Committee; Safety Codes Council; ARTAC and issues involving our Municipal and Provincial Governments.

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 or would like help with, please let us know and we will do our best to help resolve them.

We would love to hear from you if a member (Service or Professional) did something you want to acknowledge -Just let us know; if someone did a great job for you let us know; if you want to say something about ARLA

let us know (nice of course) we will publish these on our website and ensure they get the recognition they deserve.

**Thanks go out to all the members for their continued support of ARLA. Happy Fall!**







## WHAT A GREAT DAY FOR GOLF!

### HERE ARE THE HIGHLIGHTS:

On September 16, 2022 at the Sturgeon Golf & Country Club, ARLA Members sponsored, golfed, and just had fun! The

fun started at 9:00 a.m. as members teed off to a game of best ball. Sponsors on the holes engaged members throughout the day with games, prizes and networking!

ARLA would like to thank all of our sponsors for supporting our Golf Classic Tournament and engaging those on the course all day! Our members are always exceptional!

**Congratulations to the Winning Team:**  
**Matt Reeder, Rob Grozic, Mike Waddell and Devin Heshka**



**Congratulations to the Most Honest Team - They Tried Really Hard This Year:**  
**Stacey Houston, Connie Knutson, Karen Komant, Johanna Stauffer**



A big thank you goes out to DSC Construction for donating the trophies in memory of his brother, for the winning and most honest teams and proximity winners. The Winning trophy sits in our office with the winners' names on it.



**Ladies Longest Putt was won by Cathy Hys & Men's Longest Putt was won by Simon Shouster:**



**Men's Closest to the Pin was won by Brandon Zelisko & Ladies Closest to the Pin was won by Rose Difazio:**



**Ladiest Longest Drive was won by Wanda Bone & Men's Longest drive was won by Tom Appelman:**



We handed out numerous prizes during the golf tournament throughout the day and at the banquet. Congratulations to all of you that won!

There were many prizes given out on the holes that day as well!

**Andrew Rafo took home the FISH BADGE PRIZE & James Roberts took home the ANGEL BADGE PRIZE.**

We were able to raise over \$2500 through Mulligan Ticket Sales and 50/50 ticket sales. ServPro of Edmonton Southside, contributed over \$800 towards the YMCA with a photo opportunity with Kavis Reed - Ex Eskimo on their hole - some of you even got to throw the football around with him. Thank you ServPro. It was nice to have a hole in one this year and sadly no one won that.

**The Winner of the 50/50 was Dave Hopkyns - he took home over \$800.00 and a pizza oven & Karen Komant took home the Mulligan Prize - a Roomba!**





## MORE GOLF HIGHLIGHTS!



**September 16, 2022**

**Sturgeon Valley Golf & Country Club**

These sponsors make  
this event possible and  
above all FUN!

## Title Sponsor



# Thank you Sponsors!



After 18 holes of golf, ARLA members networked in the Club house and enjoyed a great meal of prime rib and all the fixings.

Thank you everyone for supporting ARLA and our Golf Classic Tournament! You make this event one of the MUST attend events of the year!

**Save the date for 2023:  
September 15, 2023!**





MORE GOLF HIGHLIGHTS!





[www.suitesmart.ca](http://www.suitesmart.ca)

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- ✓ Issues such as security deposits, types of leases and notice periods and so much more
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OCT	19	Educational Seminar & General Meeting Luncheon
NOV	18	Educational Webinar
NOV	25	AGM & Christmas Luncheon
DEC	8	4th Annual Jingle & Mingle
DEC	9	RTA Fundamentals Webinar

## ALBERTA RESIDENTIAL LANDLORD ASSOCIATION MISSION, VISION AND VALUE STATEMENT 2022

### 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.

### WHO WE ARE

The Alberta Residential Landlord Association (ARLA) founded in 1994, is a membership based, not for profit Association, that is dedicated to strengthening the Residential Rental Industry by educating, uniting and advocating for professional members and preferred service members. ARLA represents approximately 95,000 + primary and secondary units in Edmonton and surrounding areas. Together our members employ thousands of people and spend in excess of \$230 million annually on the operational side. Our Association is governed by a Board of Directors and committed staff members who together provide a united voice for the rental housing community in Edmonton and across Alberta.

ARLA offers tremendous benefits and ensures its members are well informed with respect to government legislation, market trends, education and networking opportunities. We have an array of professional landlord forms and notices available for purchase, to help streamline and standardize rental housing business practices for all landlords in Alberta.

*The Voice of the Residential Rental Industry*



We love  
referrals!

## REFERRAL PROGRAM

Refer a member who joins, and your name  
will be entered in a draw for a  
**\$100 GIFT CARD!**

Draw will be done every 4 months and  
announced in the Rental Gazette. You will also  
be acknowledged on ARLA's Social Media  
platforms as the winner!

## THE RENTAL GAZETTE

### Business Card Ad

1 issue \$120 4 issues \$400  
(save \$80)

### ¼ Page Ad

1 issue \$220 4 issues \$700  
(save \$180)

### ½ Page Ad

1 issue \$400 4 issues \$1200  
(save \$400)

### Full Page Ad

1 issue \$600 4 issues \$1880  
(save \$600)

ADVERTISE  
TODAY!

## FIND WALDO!

Find Waldo in the Summer Rental Gazette  
and email us to tell us where you saw him.

You could win a **FREE**  
Luncheon or Seminar  
of your choice!



**ARLA**  
Alberta Residential Landlord  
ASSOCIATION

*The Voice of the Residential Rental Industry*

### ALBERTA RESIDENTIAL LANDLORD ASSOCIATION CODE OF ETHICS PROFESSIONAL MEMBER 2022 & PREFERRED SERVICE MEMBER 2022

The following Code of Ethics has been adopted by  
Alberta Residential Landlord Association's (ARLA) Board  
of Directors. Any breach of the Code of Ethics may result  
in the suspension or termination of membership.

It is the mandate that all ARLA Members be informed as to  
the developments and trends within the industry and render  
their services and opinions using their full training, qualifica-  
tions, and experience. Part of our Associations duty is to always  
protect the public against fraud, misrepresentation, and unethi-  
cal practices. ALRA Members withstand from seeking unfair  
advantages over and publicly criticizing the reputation of other  
industry members or the industry as a whole.

Public confidence in the professionalism and integrity of our  
Members is of the upmost importance which is necessary for  
the future credibility and success of the Alberta Residential  
Landlord Association. This Code of Ethics is not intended to de-  
scribe the minimum expectation of permissible performance;  
rather, it describes the optimum performance the public has  
a right to expect and makes that performance the "norm" for  
Members of the Alberta Residential Landlord Association. The  
demand for high standards of professional conduct protects  
the interests and the rights of the Members within the Associa-  
tion, its clients, and customers. As such, the Code is and will  
continue to be a demanding document; a plan for profession-  
alism, capable of including and accommodating every change,  
challenge and controversy which arises.

1. Members shall, at all times, conduct their business and  
personal activities with the knowledge of and in compliance  
with applicable Federal, Provincial and Municipal laws and  
regulations and shall maintain the highest moral and ethical  
standards.
2. Members shall act in a professional manner and treat all  
stakeholders with respect, fairness and in kind.
3. Members shall, strive to maintain and continually improve  
the professional standards of the industry through educa-  
tion, training, and refinement of their unique skills.
4. Members shall, seek to maintain an equitable, honourable,  
and cooperative relationship with fellow Members.
5. Members must use moral and ethical judgment in all  
decisions and act honestly and in good faith.





# 6 WAYS SMALL BUSINESS LEADERS CAN RECRUIT TOP TALENT

BY YARDI CANADA LTD.

Small property management businesses are always looking for ways to recruit top talent for their teams.

While high turnover is not a new concern for the real estate industry, this year it is a growing concern. In 2021, 35% of Canadian employees were considering to look for another job and 45% of companies were seeing difficulties with attracting and retaining talent.

Without the resources of a large, coordinated HR department, which tactics should small businesses use? Here are ways you can position your business to compete with larger talent competitors.

## 1. Look outside the property management industry for talent

Industry experience is always a plus. If all other qualifications were equal, relevant job history should obviously come into play. However, if you're only looking at applicants who have worked in property management, you're missing out on the vast majority of candidates. This is especially true for entry-level positions or office positions with transferrable skills.

For instance, does a good accountant need to have a background in property management? With built-in accounting tools in property management software, the skill may be more relevant than direct experience. Likewise, it would be great to hire a leasing agent with experience. At the same time, that might not be possible in your area. Interview a number of candidates to find a smart, fast learner.

## 2. Enhance your marketing presence

It's not just residents and tenants who are looking at your public presence (e.g., website, social media, online reviews). Potential employees are also examining you. They might use your marketing and customer feedback to evaluate your company culture, professionalism, relationships with tenants, etc. That means your marketing efforts should be made to impress anyone who could potentially find you online.

## 3. Promote your strengths to help attract & recruit top talent

It's often easier for large companies to recruit top talent. In part, this is thanks to financial advantages that smaller companies can't always compete with. Large, established and highly profitable businesses often have more flexibility when it comes to paid time off, retirement savings, healthcare plans, etc.

But that doesn't mean small property management businesses don't have their advantages. You just have to know what they are and how to promote them.

For instance, with fewer corporate hoops to jump through, small offices can be more flexible and nimble. It's often easier new things or change strategies, etc. That's great for someone who wants to showcase multiple talents, learn a variety of new skills and wear many hats on a daily basis. With any luck, you'll find people to grow with you for years to come. At the very least, you can position your business as a jumpstart to someone's career.

## 4. Prepare for tough interview questions

Even if you're an experienced interviewer who knows how to recruit top talent, you may have noticed the questions coming from interviewees have gotten tough. This is happening as part of the "Great Resignation." For the first time in a long time, job seekers have the upper hand in negotiations and are willing to walk away from offers that aren't perfect.

To help prevent you from being caught off guard, we put together some tough interview questions small property management businesses should be prepared to answer. Knowing how to respond could help you compete with larger companies.

- "I currently have a great job. Why should I consider this position instead?"
- "Can you talk about a rough day you had working here and how you got through it?"
- "How do you talk to people outside of work about your job?"

- "Can you provide evidence that diversity and inclusion matter in your hiring?"
- "How has your company adapted to the shift to remote and flexible work?"
- "How long has this position been open? Why do you think that is?"
- "Are high performers fast-tracked for promotions and salary increases?"

## 5. Give meaning to the work you do

Show your applicants that they're contributing to something in society. Find ways to demonstrate the impact you have on your community. If a potential employee has narrowed down their choices to you and an entry-level position at a large corporation such as Apple or Google, what intangibles do you offer that other businesses can't? It might be community involvement, a sense of place and being, etc.

## 6. Get the latest tech to recruit top talent

The goals are to recruit and retain top talent and by giving your team the same tools they would have at a larger business will go a long way. Property management software will streamline your business operations like never before. That's why it's essential to use a platform that's robust enough for your community and easy to learn for new employees. Having the wrong system is almost as challenging as having no system as all and will make it harder to train and keep staff.

Having a training program in place is essential to attracting, supporting, and retaining a talented workforce. For a quick rundown of Yardi's best software options, review this page comparing Yardi solutions.

## Branding vs. Marketing

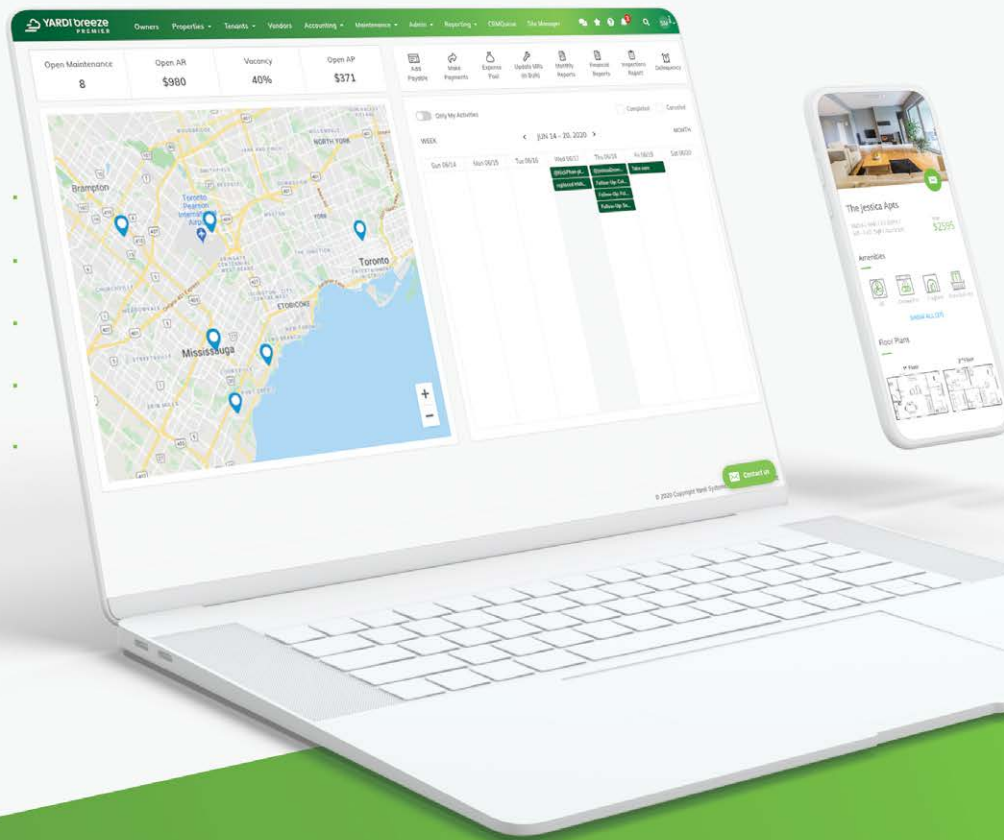
Branding is why.	Marketing is how.
Branding is long-term.	Marketing is short-term.
Branding is macro.	Marketing is micro.
Branding defines trajectory.	Marketing defines tactics.
Branding builds loyalty.	Marketing generates response.
Branding creates value.	Marketing extracts value.
Branding is the being.	Marketing is the doing.





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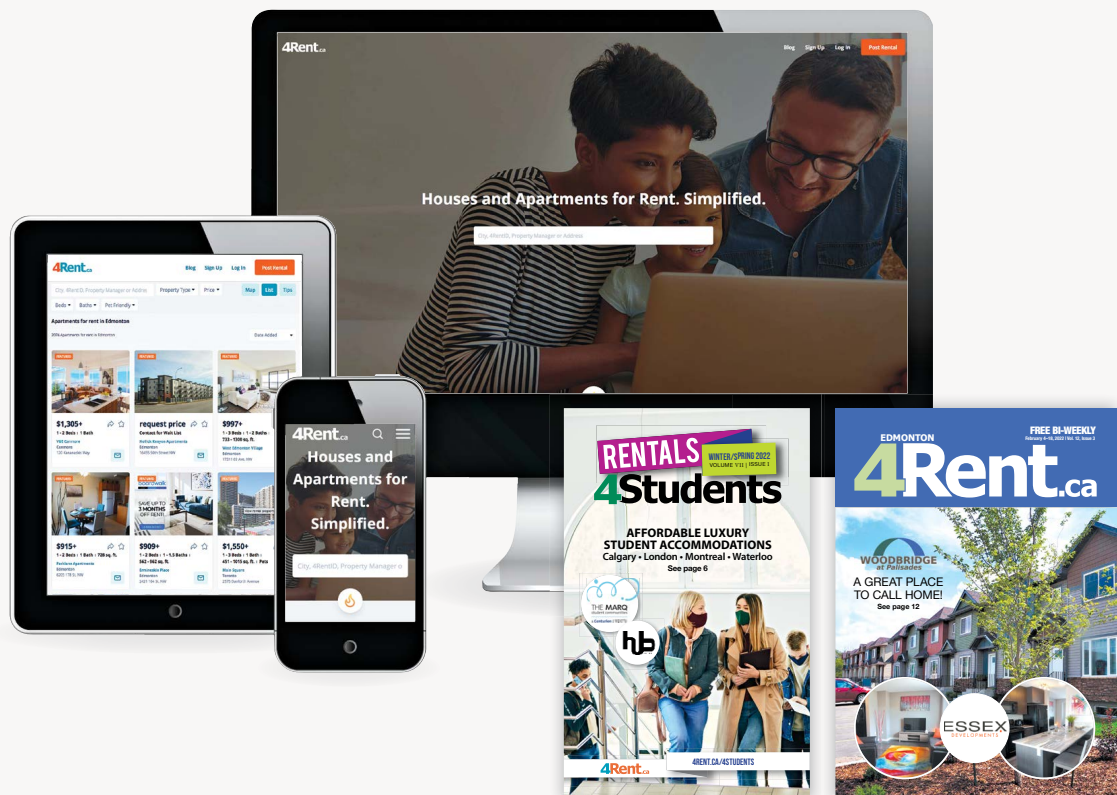


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## WHY RESIDENTIAL SECURITY COMPANIES ARE WORTH IT

BY JENNIFER MAHONEY, HKS SECURITY GROUP

In Canada, a property crime occurs every 3.8 seconds (burglary, vandalism, arson, and unregistered guest entry). The numbers add up to almost 200 burglaries per hour and nearly 5000 per day. This is just one statistic you should consider when securing your property.

1. Most unregistered guests live within two miles of their target property. Insiders are unlikely to commit such a crime in a crowded building. The fact that they operate in their own neighbourhood allows them to easily locate potential victims and strike at the right time. Night or 24-hour guards are key.
2. 60% of unregistered guests choose to target an alternative building if your building has a 24/7 guard. Residential security will deter unregistered guests from com-

ing into your complex, and they will focus their attention elsewhere.

3. A security system that provides 24-hour protection will help protect your property from intruders. The idea of an open, safe environment is immediately taken away when you have a 24/7 guard on duty.
4. One-third of unregistered guests can be attributed to the tenant leaving the door unlocked or ajar. Unregistered guests are immediately dissuaded from exploring a building with security guards to look for unlocked or ajar doors.
5. Unregistered guests target large and small properties. Unregistered guests will only take 10 minutes in an apartment. That's partly because they target property that is easy to break into. Buildings that are guarded and patrolled minimize this risk.

6. Unregistered guests approach the front door in more significant numbers than any other entry point - this is more than any other entry point. Many people forget to lock the front entryway or make sure no one enters when they enter or leave. Having security guards in the lobby will scare off unregistered guests. Every building needs a security plan in place if it's targeted by theft, vandalism, arson, and unregistered guest entry.

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## CARBON MONOXIDE DETECTORS - WHAT YOU NEED TO KNOW

BY LAURA VRIEND, LIFE SAFETY & SERVICE DIVISION, KARLEN - KADA INTEGRATION INC

Carbon monoxide (CO) is formed by the incomplete combustion of fuels. It is odorless and

colorless, making it difficult to detect. When people are exposed to CO gas their body replaces the oxygen in their red blood cells with carbon monoxide. This can lead to serious tissue damage, or even death. The most common symptoms of CO poisoning include, but are not limited to, upset stomach, headache, dizziness, vomiting, chest pain, weakness, and confusion.

The Alberta Building Code states that if a home has a fuel-burning appliance or a fireplace it should have a carbon monoxide detector. This is also a requirement for homes with an attached garage. At minimum, a home should have one CO detector installed on each floor: preferably in the bedroom or in the hallway (near the sleeping area).

Carbon monoxide alarms can be set off by multiple factors. If a water heater or furnace malfunctions it could cause the CO alarm to sound. If a home does not have proper ventilation in place or an obstructed chimney, fumes will be trapped inside and could cause issues as well.

CO detectors are designed to be sensitive. When exposed to 100ppm they should sound within 90 minutes, 35 minutes when exposed to 200 ppm and 15min if exposed to 400 ppm.

You can easily test a CO detector by holding down the 'test' button until you hear two beeps. After the beeps, release the 'test' button. Test it once more, this time holding down the button until you hear four beeps.

So, what should a CO detector level read as? Often in homes where no carbon monoxide is detected, the CO detector will read as zero (0). This reading is good and to be expected in most cases. Should it not be zero, there are a few levels to watch for. 50 PPM

or less is considered low. Between 51 PPM and 100 PPM is mid-level. Greater than 101 PPM is considered high level and if anyone is experiencing symptoms this is considered dangerous.

Knowing how poisonous carbon monoxide can be, and how easily it can go undetected, CO detectors truly are crucial devices. A functioning carbon monoxide detector will easily detect this "silent killer" and warn those nearby, preventing tragic accidents.

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## EMPATHY... OR HOW TO SHIFT THE BALANCE IN RELATIONSHIPS USING EMOTIONAL INTELLIGENCE

BY TANIA ANDRUSHKO

Let me start with an acknowledgement that this is only my perspective. Take it or leave it. But what I know to be true is that once I started putting my understanding of how the other person feels into words, the magic of collaboration and co-creation began....

*"When dealing with people, remember that you are NOT dealing with creatures of logic, but with creatures of emotion."*

- Dale Carnegie

### What Is Empathy?

Empathy is your ability to be aware of, understand, and appreciate the feelings and thoughts of others. It is that fine line to "tune in" and sense with your open heart and mind what, why and how people feel and think the way they do.

Basically, looking at the world from someone else's perspective. But this is not it entirely. Being empathetic is actually vocalising (utilizing your emotional self-awareness and emotional expression) that you understand, feel and empathise with your partner, colleague or a kid.

### Practising Empathy:

- **Notice** (we always notice, but we do not show it in fear to make things uncomfortable)
- **Acknowledge** ("It looks like something might be bothering you...")
- **Enquire** ("Would you like to talk about it?")
- **Demonstrate Empathy** ("wow, that must be really difficult!")
- **Offer Compassion** ("How can I help? What do you need?")

Empathy is an essential interpersonal tool. It helps to build relationships based on trust and respect, and as a result, you will experience what is called effective collaboration.

When you make an empathetic statement, you shift the balance towards a beautiful alliance and open the door to enjoyable co-creation.

*"It only takes a moment to acknowledge the other's party's feelings, and it only requires a pinch of courage to start a conversation."*

While Empathy (and any other components of emotional intelligence) is not a magic wand, it is a tremendously powerful tool to build the relationships, business and life you are excited to wake up to!

## 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, it is best practice to send notices out to tenants as a reminder that winter is around the corner. Items that should be mentioned are to ensure people leave windows and patio doors closed to prevent pipe bursts especially if glycol is not used within the heating season, keep the thermostat at around 20 degrees Celsius, and if you have no heat, feel the pipes and if they are cold call your Property manager immediately.

Some property management even ask the tenants to check to make sure their zone valves are ready for winter by turning the thermostat up past 25 to make sure they come on. This way if there is a problem before winter sets in you will know about it and can have it repaired.

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. This is also one of the #1 reasons a unit has little or no heat!

Ensure your boilers/pumps/unit heaters are turned on as well as your thermostats for Makeup Airs are turned up from its summer setting as well as unit heaters. If you have isolation valves in entries and hallways make sure they are not isolated and are re-opened for the winter season.

Although these may help you do necessary repairs prior to the winter setting in, there is always something that happens!



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Serv-It Process & Bailiff Services	780-424-9020	tds.servit@shawbiz.ca
Servpro of Edmonton Southside	780-224-6075	efoy@servproedmonton.com
Shel-Bar Electronic Industries Ltd.	403-275-7762	info@shel-bar.com
Signal 88 Security Edmonton	780-863-4799	nlennie@signal88.com
Solution 105 Consulting Ltd.	780-429-4774	timinski@solution105.com
Soncur Contracting Ltd	780-446-6739	semerson@soncur.com
Storm Appliance Inc.	587-926-6905	riley@stormappliance.com
Telus Communications Inc.	780-868-5904	pauline.phillip@telus.com
The Garbage Man Waste Solutions	780-467-0278	neil@tgmwaste.com
Torlys Smart Floors	780-913-5765	jody.kelly@torlys.com
Trail Appliances Ltd./Commercial Laundry	780-434-9414	tmouding@trail-appliances.com
Treasures Insurance & Risk Management Inc	780-452-4405	Terry.funk@excelrisk.ca
Tree of Knowledge (TOK) Engineering Ltd.	780-434-2376	mbankey.tok@shaw.ca
Tru North Restoration	780-994-0504	michael@trunorthrestoration.ca
Trusty Tree Services	780-860-5500	info@trustytree.ca
Underground Disposal Systems Ltd	780-680-3065	Ryan@undergrounddisposal.ca
W.E. Greer Ltd	780-451-1516	wegmarketing@wegreer.ab.ca
Waste Connections of Canada	780-464-9413	shane.boisvert@wasteconnections.com
Westland - MyGroup	587-337-4116	Kathleen.Corkum@mygroup.ca
Westview Village	780-447-3345	ggriglak@lautrecltd.com
World Floorcoverings	780-430-1405	mikem@worldfloorcoverings.com
Yardi Canada Ltd.	1-800-866-1144	Jasmin.rodas@yardi.com
ZipSure Insurance Brokers Ltd.	902-434-8734	kcorkum@zipsure.ca

## 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.

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