



THE Rental gazette



Time Management Tips – How to Get Your Mojo Back and Love What You Do

BY KATHLEEN RICHARDS

Are you feeling a little stressed out? Are you worried that there are not enough hours in the day to accomplish everything you need to do, and you're finding your work to be more of a hassle and less of a dream job? Today, we want to talk to you about how to get your mojo back and love what you are doing.

Property Management can be Difficult

Property management is a really demanding profession. As property managers, we are on call all the time, and that causes a lot of stress. It can result in a lot of other things getting pushed aside while we're putting out the latest and hottest fire. It's easy to get burnt out. It's also easy to forget why you got into the property management business in the first place. You might have become a property manager because you have a passion for real estate and you love investing in properties yourself. Maybe you started your own company because you wanted the flexibility and the freedom of being a business owner. If you're feeling overwhelmed, however, you're not very free.

Put Support Systems in Place

You need to have systems in place to help support you, and you need to train your employees as well. You cannot be responsible for everything that happens on a day to day basis at your company. So, make sure you are systemizing everything that you possibly can so you aren't wasting a lot of your own time taking care of things that other people can take care of. Be sure that all of your procedures are saving you time instead of creating extra work for you. With all of the technology we now have available, you can be more efficient and run a leaner operation if you have the right tools and resources. Find those things and get them working for you right away.

Focus on Work/Life Balance

Time management also requires you to focus on your work/life balance. That's difficult, especially now when the same technology that can help us also keeps us constantly accessible. It's difficult to find and maintain that work/life balance. But, there are some things you can

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President's Message

BY PETE AGES, ARLA PRESIDENT 2019

Greetings to the ARLA membership. The hands of time stand still for no one and once again we face a New Year, reflecting on the issues we experienced in the last. I do want to recognise a few individuals before I delve into any of the issues. I would like to thank Mr. Bill Begley, who has faithfully served on the ARLA Board for 19 years and just this past year as the President. I look forward to his input as he continues as Past President in 2019. We are also blessed with two very competent individuals who keep our ARLA office going answering all your questions and directing your attention to the numerous educational seminars hosted by ARLA. I'm referring of course to Lynn Biggs our Executive Director and Brittany Dorado, Program & Events Coordinator. Many of you may already know that we will be seeing some changes to our office staff as Lynn will be stepping down from her role to retire and spend way more quality time with her family. Taking over the reins from Lynn is no stranger to the ARLA family: we welcome Donna Monkhouse. Donna has been an active member at the ARLA Board level for 16 years and has a wealth of knowledge and experience. Donna will be working side by side with Lynn until she officially retires in September. I also want to say a big THANK YOU to all the Board members for their involvement in the ARLA community and in making ARLA an important part of the Alberta apartment leadership experience. Keep up the great work Team ARLA.

Well, the greatest challenge we faced as property managers last year was of course the legalization of cannabis in Canada. Last year we hosted several forums regarding this matter and produced a Lease Addendum regarding Cannabis that Landlords can use as part of their lease agreement. ARLA would appreciate Landlord feedback on how things are going now, what changes did you make, and are they working for you? Are there some other areas that ARLA can assist you with? Email us to let us know your thoughts and concerns.

In March we held a Lunch & Learn where extermination matters were discussed and moderated by incoming Executive Director Donna Monkhouse. It was a little different from our regular lunches by the fact that all present, were part of the presentation. Everyone had the opportunity to address their concerns and collectively we were able to learn from each other and the experts in the room.

Thank you to Tom Schultz from Edmonton Exterminators and Kent Olsen from Pest Control Services for your input and assistance in addressing our concerns and continued support for the ARLA membership.

Well, I'm looking forward to Spring and I hope to see you at our next event. Watch for details coming your way.



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Editor's Message

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

Market Update - Spring is upon us and while we have had a record cold January/February, hopefully shovels are replaced with brooms and rakes, and spring cleanup begins shortly. After a mild fall and what felt like an everlasting winter, let's review what has happened in the multifamily market in 2018 and what to expect going forward.

As Alberta and its capital progress through 2019, Canadian Real GDP is expected to grow at a modest 1.7%. Downward pressure from Alberta's oil industry and a slowdown in housing and geopolitical issues are largely to blame. While this had led the Bank of Canada (BoC) to hold off on increasing interest rates in December 2018 and January 2019, after 5 rate hikes since 2017, hopefully they will take a more cautious approach for any future rate hikes. A weaker Canadian dollar, lower interest rates, and the recent decision mandated by the Alberta Provincial government for the largest 25 oil producers to decrease production effective January 1, 2019 should be positive for the overall health of the local economy.

Improving market conditions will begin filtering down to commercial real estate and other goods and services sectors. Employment in the Edmonton area increased modestly in 2018 by 3.6% and were largely in construction and financial services. Job gains in the Edmonton Region demonstrate that the region is recovering from the downturn in 2016. Consumer based inflation is expected to slow in the coming months and it could translate to the average consumer seeing modest gains in their real spending power.

Despite decreased vacancy and increasing expenses, multifamily property continues to appeal to purchasers who seek a relatively stable cash flow. Continued low interest rates encouraged demand, but also enabled owners to make an easy decision to refinance instead of vending, thereby maintaining product scarcity and underpinning pricing. Capitalization rates remained stable, the 2018 average of 5.75% being only slightly lower than 2017's 5.9%. This may have been due to lower overall rent rolls affecting the underlying net operating income on the properties which transacted.

The total transaction volume in 2018 was \$454 million. Volume was down 3.2% from 2017 which saw \$469 million in sales. During 2018, 50 buildings comprising

1,131 units sold for an average of \$152,892 per unit. However, the average is skewed by numerous large sales of newer and/or institutional grade product that sold at very high prices. The average price per unit for a wood-frame walk-up apartment, built prior to 1990, with less than 50 units, was \$124,977.

In 2018, Edmonton wide vacancy decreased from 7.0% to 5.3%. Meanwhile, average rents increased by 1.2%. Until 2018, with the sole exception of 2009 and 2017, rents have increased every year since 1995.

Uncertainty in labour markets, the uncertainty of the price of oil and to the construction of pipelines so hydrocarbons can reach coastal waters, and carbon tax implications will cause potential purchasers pause before buying. However, equity market volatility and the continued low cost of capital will ultimately spur offers as multifamily remains a greatly sought-after asset class. Stabilized cap rates and prices per unit are expected. The scarcity of available product will continue to balance the Edmonton multifamily market throughout 2019.

Raphael M.H. Yau, B.A. (Econ), Multi-family & Investment Sales, Cushman & Wakefield Edmonton. Source: CMHC, The Network, Cushman & Wakefield Edmonton Research Services

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put into place to protect the balance.

For example, learn to say no to things. This may take practice, but once you learn to say no it gives you the freedom to say yes to what is important to you. Set boundaries for yourself. For example, when you're at home, don't answer the phone after 6:00 p.m. Instead, let that call go to voicemail. You can listen to it and decide if it needs an immediate response, but it can probably wait until the morning.

Put yourself on your calendar so you remember to manage yourself. You're not just managing employees; you need to leave room for your own needs. You might also have an owner walk in without an appointment, so you want enough flexibility to deal with situations like that. I used to schedule time for myself in the mornings and then make all of my appointments in the afternoons. Give yourself some permission to take time off.

If you have any questions about time management and reducing some of that stress so you can love your job again, please contact us at Landlord Source.

Kathleen Richards, is the owner of LandlordSource and The Property Management Coach, a U.S. based company. <https://landlordsource.com/time-management-tips/>

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Believe It or Not Tenancy Questions

BY JUDY FENG, CENTRE FOR PUBLIC LEGAL EDUCATION ALBERTA

Here at CPLEA, we receive hundreds of questions about landlord and tenant issues every year. While a majority of them are relatively straight forward, we occasionally receive some questions that leave us scratching our heads or in a state of disbelief (or sometimes a bit of both). In this article, we've compiled answers to some of the most memorable tenancy questions over the years. From radon testing, criminal record checks, tenants cooking crystal meth, questionable video surveillance to rent decreases (yes, you heard that right, rent decreases and not rent increases), we hope that the following questions and answers will be informative to you.

Am I required to test for radon in my rental property?

Radon is an odorless, radioactive, cancer-causing gas that can be found in new and old buildings. In Alberta, there is no legislation currently in force that directly addresses the issue of radon or radon testing.

That said, landlords should keep an eye out for the Radon Awareness and Testing Act as well as any regulations associated with it. The provincial government passed

the Act in December 2017 but the law is not yet in force. However, within one year of the law coming into force, the Minister (responsible for the Act) must develop educational materials that encourage homeowners to measure and take action to reduce radon levels. The Act also enables the Minister to make regulations establishing standards for radon testing and reduction in residential dwellings.

While there is currently no law in Alberta (at least in force) that directly addresses radon, radon may be considered a tenant health issue that falls under the Public Health Act and Residential Tenancies Act. Furthermore, Health Canada and housing industry authorities recommend that homeowners and landlords test for radon.

For more information on radon, refer to the following resources:

Government of Canada webpage on Radon: www.canada.ca/en/health-canada/services/radon.html

Government of Alberta webpage on Radon: myhealth.alberta.ca/Health/Pages/conditions.aspx?hwid=ty6131

Real Estate Council of Alberta Information Bulletin on Radon: www.reca.ca/wp-content/uploads/PDF/Radon.pdf

I heard that a sex offender is moving into the area where I have rental properties. Can I request a criminal record check from prospective tenants? Is there a way to check if a prospective tenant is a sex offender?

No, a landlord cannot request a criminal record check from tenants or prospective tenants. Asking for one is considered personal information beyond what is necessary to provide tenancy. For more information on privacy law and landlord-tenant matters, refer to the Office of the Information & Privacy Commissioner of Alberta's resource, Privacy and Landlord: Tenant Matters FAQs, available on their website: www.oipc.ab.ca.

As for whether there is a way to check if a prospective tenant is a sex offender, the answer is no. The National Sex Offender Registry is a national registration system for sex offenders who have been convicted and ordered by

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the courts to report annually to police. The public does not have access to the Registry; only law enforcement can access and use the Registry. For more information, refer to the Royal Canadian Mounted Police's website: www.rcmp-grc.gc.ca.

I suspect that my tenants are cooking crystal meth in my rental property. What can I do about the situation?

Under the Residential Tenancies Act (RTA), if the tenant commits any illegal acts in the property, then the tenant has committed a substantial breach of the tenancy agreement and can be evicted by the landlord with a 14-day written notice. However, in an eviction situation (where the reason for eviction is not unpaid rent), a tenant can write a letter of objection if they do not agree with the eviction. The tenant must serve the notice of objection on the landlord before the termination date. If the tenant does not serve a notice of objection, then a landlord can seek an order to remove the tenant.

You should also consider contacting Safer Communities and Neighbourhood (SCAN), a unit of the Alberta Sheriffs. SCAN initiates investigations on properties that are suspected of being used for illegal activities and can help landlords to facilitate an eviction or resolution. For more information on SCAN, go to the Government of Alberta's website: www.alberta.ca or call the following toll-free number: 1-866-960-SCAN (7226).

My landlord started installing cameras in and around

our building. I noticed that one of the cameras in the building courtyard points directly into my bedroom. Can my landlord do that?

A landlord can only install video equipment in public areas for reasonable purposes such as security concerns. The landlord must give adequate notice to tenants and visitors that the premises are monitored by video surveillance for security purposes. Furthermore, the video should not be used or disclosed for any other purposes. If you are concerned about the placement of the camera and the use of the video, you can speak to your landlord about your concerns and try to work out a solution. For more information on privacy law or to make a privacy complaint, refer to the Office of the Information & Privacy Commissioner of Alberta's website: www.oipc.ab.ca.

My landlord recently decreased my rent. Are there rules about rent decreases? Does the rent decrease mean that the amount of my security deposit be reduced too?

No, there are no rules about rent decreases. You and your landlord can agree on whatever amount of rent you think is appropriate. There is no law that states what a fair rent is. A landlord can offer a place at a certain rent and it is up to you as a tenant whether you take it at that price or not, or negotiate a different price. The only rent issues covered by the Residential Tenancies Act (RTA) is how and when rent can be increased, and what happens if rent is

not paid.

As for the question about the security deposit, there are no rules in the RTA specifically addressing what happens to security deposits when rent decreases. The RTA only specifies that the amount of a security deposit cannot be more than one month's rent under the residential tenancy agreement and that the security deposit cannot be increased as rent increases. As the security deposit cannot exceed one month's rent though, your landlord should return the difference between the original security deposit amount and the newly decreased rent amount.

Tip: A landlord cannot require a tenant to pay an increase in security deposit during the term of a tenancy. For example, this means that a landlord cannot increase the security deposit during a periodic tenancy. However, if a landlord increases rent at the end of a fixed term tenancy and enters into a new fixed term agreement with a tenant, then the landlord can increase the security deposit. For more information on security deposit increases, refer to Service Alberta's RTA handbook section on security deposits: www.servicealberta.ca/pdf/RTA/Security_Deposit.pdf.

For more information on tenancy law in Alberta, go to www.landlordandtenant.org.

Judy Feng, BCom, JD, is a Staff Lawyer at the Centre for Public Legal Education Alberta. She can be reached at info@cplea.ca.



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Off the Ice Networking Event

The Alberta Residential Landlord Association wishes to thank all those who joined us for ARLA's "Off the Ice Networking Events" held at Brewster's in Oliver Square. These were a great opportunity for so many to network and meet new people. It also didn't hurt that there was a hockey game, beer and wings.

We wish to thank all of our members who came out to enjoy this social and cheer on the Edmonton Oilers. ALRA plans on bringing this event back next year and we hope more of you will join us for this great evening of fun.



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EVENT CALENDAR 2019

Educational Seminars & General Meeting Luncheons

St. Micheal Room, Chateau Louis Conference Centre , 11727 Kingsway Ave NW

Educational Seminar: 9:00 am—11:00 am

General Meeting Luncheon: 11:30 am—1:00 pm

Thursday, February 21, 2019

Educational Seminar & GM Luncheon

Bed Bugs & Cockroaches

Thursday, March 21, 2019

Educational Workshop

Fundamentals of the RTA

*8:00 am —12:00 pm

Thursday, May 23, 2019

Educational Seminar & GM Luncheon

RTDRS—Law vs Reality

*8:30 am—11:00 am

Thursday, June 13, 2019

ARLA Golf Classic Tournament

Sandpiper Golf & Country Club

Thursday, September 26, 2019

Educational Seminar & GM Luncheon

Landlord Bootcamp

*8:30—11:00 am

Thursday, October 24, 2019

Educational Seminar & GM Luncheon

Effective Documentation & Fair Housing

Friday, November 22, 2019

AGM & Christmas Gala

Chateau Louis Conference Centre

*11:30 am—2:00 pm



Renovating Your Apartment Building: Is It Worth It?

BY JT DHOOT, AACI, CBV

A SIMPLIFIED CASE STUDY ON COST VS VALUE

Renovations or retrofits to an investment property that increase rents and/or decrease operating costs may also increase a property's value. Cost and value, however, are not synonymous, and not all renovations are as profitable as one might expect.

The term 'retrofit' is a fairly broad term that includes capital expenditures that:

- Extend the useful economic life of the property (i.e. replacing the roof, boiler, etc.);
- Reduce operating costs (i.e. utilities, water, insurance, etc.); and/or
- Add new features or amenities to the property (i.e. dishwashing machine, in-suite laundry, etc.).

In theory, a retrofit should be completed when the incremental value created by the retrofit exceeds the present value of its cost. Let's break this down.

How do we estimate value?

There are three primary approaches to estimating value of commercial properties, such as multifamily apartments:

- 1) The Direct Comparison Approach;
- 2) The Cost Approach; and
- 3) The Income Approach.

For multifamily apartment building valuations, the Direct Comparison and Cost Approach are typically used as secondary methodologies to test the reasonableness

of the value derived from the Income Approach. In its simplest form, the Income Approach is based on the following formula:

$$\text{Value} = \text{Net Operating Income (NOI)} / \text{Overall Capitalization Rate (Cap Rate)}$$

The correct application of the Income Approach requires matching a stabilized NOI estimate with a corresponding cap rate. Changing either of these variables results in a change in the value of the property, as shown below:

Property Value Increases when:

- NOI increases; and/or
- Cap rate decreases.

Property Value Decreases when:

- NOI decreases; and/or
- Cap rate increases.

Investors often make the mistake of thinking the cap rate and NOI are two independent variables that can be estimated in isolation of one another. In reality, the relationship between the two is a complicated one. For example, a capital expenditure, like a new roof, might enhance the economic life of a building although it may do little to increase rents. If the NOI doesn't change as a result of the new roof, does that mean the property's value doesn't change either? In all likelihood the cap rate would be adjusted downward to reflect the incremental value added by the new roof, but how much should the cap rate be adjusted downward?

How do I calculate the present value of the retrofit costs?

It seems simple enough - add up the all invoices and voila, there's the total cost of your renovation project. Calculating the true cost of a renovation project, however, may involve further considerations:

- Are there any financial incentives being offered by government or industry that can potentially offset your up-front costs? Are these incentives paid in a lump-sum up-front payment or are they received over time in future years?
- Have you included a management fee to reflect your time and expertise in executing the renovation project (i.e. obtaining permits, obtaining quotes, hiring trades, managing trades, etc.)?
- Has lost rent throughout the renovation project been accurately accounted for?

To renovate or not: A simplified case study

Let's assume you own a 50-unit apartment building built in the 1960s. The property has an excellent location and despite dated interior and exterior finishings, the property has operated at full occupancy in recent years. You are currently debating completing one (or neither) of the following renovation projects:

	Hypothetical Renovation A	Hypothetical Renovation B
Objective	To increase average rents by completing significant cosmetic upgrades to the interior and exterior of the building.	To decrease operating costs and increase the remaining economic life of the property by replacing major building components.
Scope of Work	New exterior paint, high-end appliances and lighting/plumbing fixtures, marble flooring, etc.	New building envelope, basic in-suite and common area upgrades including flooring, paint and energy-efficient fixtures
Anticipated Cost (incl. foregone rent)	\$2,223,853	\$1,900,000
Incremental Annual Rent, \$	\$210,000	\$30,000
Incremental Annual Rent, %	38.9%	5.6%
Incremental NOI, \$	\$119,601	\$80,316
Incremental NOI, %	47.6%	31.9%

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You have researched your property's competitive positioning within its market and based on this analysis, and the scope of each retrofit project, you have estimated Hypothetical Retrofit A will result in greater incremental annual rent and NOI, albeit at a slightly higher anticipated cost. What should you do? Some (but far from all) of the considerations you should keep in mind include:

- Are there rent controls that may limit how much and when you can increase rents?
- How will your property assessment, and hence property taxes, be impacted?
- How will your property's post-retrofit average rent and operating costs compare to the broader market?

The following analysis compares the property's current 'as-is' value against its 'as-

	Current (As-Is)	Hypothetical Renovation A	Hypothetical Renovation B
KEY ASSUMPTIONS			
No of Units	50	50	50
Avg. Monthly Rent per Unit	\$900	\$1,250	\$950
Stabilized Vacancy Allowance	3.0%	3.0%	3.0%
Operating Expense Ratio (% of EGI)	\$2.0%	49.0%	40.0%
Total Renovation Costs	\$0	\$2,223,853	\$1,900,000
Overall Capitalization Rate (Cap Rate)	4.50%	4.75%	4.25%
PRO FORMA			
Potential Gross Income (PGI)	\$540,000	\$750,000	\$570,000
Less: Vacancy Allowance	\$16,200	\$22,500	\$17,100
Equals: Effective Gross Income (EGI)	\$523,800	\$727,500	\$552,900
Less: Operating Expenses	\$272,376	\$356,475	\$221,160
Equals: Stabilized Net Operating Income (NOI)	\$251,424	\$371,025	\$331,740
VALUATION ANALYSIS			
Stabilized NOI	\$251,424	\$371,025	\$331,740
Cap Rate	4.50%	4.75%	4.25%
Capitalized Value	\$5,587,200	\$7,811,053	\$7,805,647
Less: Renovation Costs	\$0	\$2,223,853	\$1,900,000
Equals: Current Market Value Estimate	\$5,587,200	\$5,587,200	\$5,905,647
CONCLUSIONS			
How much value was added to the property? (Post Renovation Value - Current Value)	N/A	\$2,223,853	\$2,218,447
What costs were incurred to achieve this incremental value?	N/A	\$2,223,853	\$1,900,000
How much value did the investor create? (Post Renovation Value - Renovation Costs)	N/A	\$0	\$318,447

renovated' value based on Renovation A and B. Note the average rents and operating costs are different in each scenario, as is the cap rate. In short, a higher cap rate for Renovation A reflects the added risk of targeting the small 'high-end' segment of the market whereas the cap rate for Renovation B accounts for the relative safety of having rents at current market levels, plus the expectation of no major capital expenditures over the near term.

Both Renovation A and B increase the value of the property but only Renovation B results in an increase in value. In other words, the value added to the property in Renovation A equals the cost of Renovation A, meaning there is no excess cash (profit) left for the investor (assuming no fees are included in the renovation cost). Would you invest \$100 to receive \$100 in return? Probably not.

On the other hand, Hypothetical Renovation B created over \$300k in value. Should the investor undertake this project? What if the investor created \$200k in value, should he or she undertake this renovation project? The answers to these questions depend on internal factors specific to the property and external factors related to the broader market. In the end, spreads between cost and value provide investors with opportunities to make profitable investment decisions. Understanding how and why cost and value may be different is, in large part, what differentiates successful investors from the rest.

JT Dhoot is a Chartered Business Valuator (CBV) and Accredited Appraiser (AACI) with over 10 years' experience in valuations, real estate development, and private equity. Connect with him on LinkedIn and visit www.omnisvaluations.com and www.outlookrealty.ca

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ARLA Introduces News Column Featuring Landlord Stories

BY DONNA MONKHOUSE

ARLA will be introducing a new story feature into The Rental Gazette Newsletter and we are reaching out to our Owner/Operators & Property Managers for stories on "A Day in the Life of a Property Manager". We know as a Landlord that each and everyone of us has that one hilarious story that can make us laugh or on the flip side, hard to believe that something like that really happened. ARLA would welcome receiving your personal favorite story and if you have a picture to go along with this, all would be welcome.

Preferred Service Member (PSM) "Column" - Send in your articles on anything new or send in answers to any questions you think the Professional Members may be asking. Again, pictures are welcome so feel free to provide a picture of two.

Professional Photo Gallery - We welcome photos from all our members (e.g. site teams, office teams, awards, or a photo of something you feel worthy of sharing. Include a tag line to accompany photo. If you send in a team or office/team photo, tell us a bit about it. Your staff will be thrilled to see their photo posted into The Rental Gazette.

Please email your story and pictures to Donna Monkhouse at donna@albertalandlord.org or executive@albertalandlord.org.

The Rental Gazette is published four (4) times per year and

stories would need to be into us no later than March 1, June 1, September 1 and/or December 1.

We know how busy you are, and each day there is always something new and interesting and sometimes unbelievable by many.

Here is one of my favorite stories to start this off.... please read below:

A DAY IN THE LIFE OF A PROPERTY MANAGER

By Donna Monkhouse, Past Property Manager

I had recently taken over a 24-suite building in the downtown area. It was a quaint little building, with many problems as they usually have. I hired an onsite manager to take care of the building maintenance, cleaning and tenants. He was a brother of someone who already worked for me, so he came with what I felt were good references at the time.

So, as time went on the building became more trouble than I could handle with an already large portfolio, and over the course of a few month, I spent every day at this building trying to make it better. I went to my boss at the time and told him I could not continue with this building and so it would be passed the next day to someone else. Thank goodness!

However, that night I was watching the 11 o'clock news and there was a news reel indicating that the Edmonton Police SWAT team were on scene and surrounding a downtown apartment building. Yep! It was that building! Just then my phone rang and the caller introduced himself as an EPS police sergeant calling to advise that I needed to come down to the building - 11 at night and in to that building, I told him that was not going to happen and that was when he said they would come over and personally pick me up and bring me down to the building. When I arrived at the building, they took me up to my "Site Managers" suite. He was the instigator and was holding up in the suite and had been hanging out of his apartment window, wielding a gun and threatening anyone in sight. I hollered loudly so he could hear.... "What are you doing "Bob"? "You need to stop this and get out here right now". The door opened and out comes Bob, my site manager, with his head hanging low and sheepishly said "I'm sorry Donna.

I soon learned that he was running a prostitution ring / drug house and on top of this was selling stolen goods out of that one-bedroom apartment and had been since the day he moved in.



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ARLA Update Spring 2019

BY DONNA MONKHOUSE

The social media post went out and yes, it is true; Lynn Biggs is retiring from ARLA. You all know and love Lynn as much as I do, I am sure. She has been not only the Director of an Association that I have belonged to for over 16 years but has become a true friend over the years. Now that I am under her wing to make sure I learn everything there is to know about ARLA, she is keeping me very busy. Since starting in January, I have come to the realization, that her job was not all about golf tournaments, seminars and general meeting luncheons, but there is a whole lot behind the scenes that is important to keep the Association robust. I have been working on learning all of this and bringing in new members to make ARLA stronger – with a bigger voice that needs to be heard.

So, a reminder to all of you, to recommend to your service contractors, painters, plumbers and heating people, flooring people, property managers, owners, even those with one rental unit, that they need to join ARLA. The fees are reasonable, and the benefits are high, the networking alone is invaluable.

So, what have we done since the start of 2019! Our Bed bug seminar was a huge success in February and CMHC told us things were looking better for the rental market at the luncheon. March 19th Members attended a fun evening at the “Off the Ice Networking Event” at Brewster’s. Our seminar on Fundamentals of the RTA and the Bed Bug Q & A Lunch & Learn was well received by all that attended.

If you have not already found ARLA on Facebook; LinkedIn and Twitter, please do and share, follow, connect or friend us.

I look forward to a great year as the Incoming Director and have already started planning ARLA’s 25th Anniversary which is on February 27, 2020 so please Save the Date.



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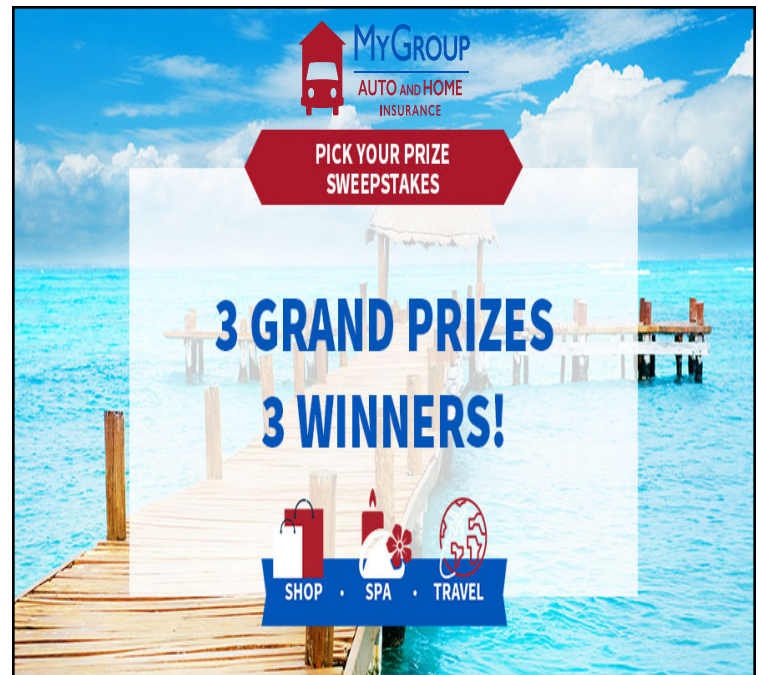
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