



## ARLA Annual Golf Tournament was a Blast!

BY PAUL JONES, CHAIR, ARLA GOLF COMMITTEE

On Thursday June 14th, the Alberta Residential Landlord Association (ARLA) hosted its Annual Golf Classic Tournament over at the Sandpiper Golf & Country Club. It was great to see so many Members participate by way of golfing and or/manning their sponsored hole. As in true fashion, by way of Sponsorship and gift donations, ARLA's award banquet was loaded with prizes and gift-give-aways. This year, one lucky person won a day driving a Lamborghini courtesy of hole sponsor MR. PAYMENT.

ARLA wishes to sincerely thank the large turnout of its Board of Directors, Landlord Members and Preferred Service Suppliers for attending and making this day so special. We wish to express our sincere thanks and gratitude to each and everyone of our tournament SPONSORS for their tremendous financial support, contributions, gifts and door prize give-a-ways. This event would not be the success it is every year without you. Special acknowledgement goes out to long term volunteers Joanne McNalley (CRHC) & Shawna Thompson for always being there for this tournament and a shout out to new volunteer Rochelle Johnson (Kelson Group) for her wonderful enthusiasm, sense of spirit and big smile. We wish to thank all those

companies who manned their holes and supplied the golfers with refreshments, food, spirits, games & gifts throughout the day.

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 THURSDAY, JUNE , 2019 at 8:00 am shotgun start.



(Lamborghini prize courtesy of Mr. Payment)

### TOURNAMENT HIGHLIGHTS

Winning Team who shot a 64: Captain Sonny Mirth, Randy Gill, Sean Singh & Rick Tucker

Most Honest Team with a score of 109+: congratulation to the gals from Capital Region Housing, Donna Monkhouse, Marisa Redmond, Stacey Houston & Johanna Stauffer. These ladies had way too much fun!

### Proximity Winners

Ladies Closet to the Pin: Grace Seibel

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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.

# Continued From Cover

Men's Closet to the Pin: Doug Plaxton  
Ladies Longest Drive: Carmen Craplew

Men's Longest Drive: Shaun Khambral

Ladies Longest Put: No Names

Men's Longest Put: Andrew Gregory

Fish Badge Winner: Victor Kiew

Angel Badge Winner: Ken Kelman

**Mulligan Proceeds:** \$695 with proceeds donated to The Children's Make A Wish Foundation. Jason Bent one the Mulligan Draw with prize courtesy of Terri-Lynn Moulding, Trail Appliances

**50/50 Winner:** Raised \$840 with half the proceeds won by Stacey Houston.

**Door Prize Winners:** Jenny Stuart (Westcorp) & Paul Jones (Ayre & Oxford) both won a Google Home Mini to enjoy.



## CAPS OFF TO OUR SPONSORS

Courtesy of our Sponsors, golfers enjoyed a complimentary continental breakfast, free driving range privileges, team prizes, proximity prizes, door prizes, etc., and a huge and wonderful assortment of prize

give-a-ways. A huge shout-out goes to our wonderful and most generous SPONSORS noted below:

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And to all those many other companies who brought PRIZE give-a-way items on tournament day.

#### HOT DOG: Coinamatic

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

**MARK YOUR CALENDAR! ARLA TOURNAMENT DATE 2019:  
Thursday, June 14, 2019 @ 8:00 am, Sandpiper Golf Course**

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# Must-Have Skills as Property Mgmt Evolves

CPM® designation sets the bar for credibility and professional recognition.

The daily life of a property manager is far different today than it was a decade ago. In the multi-family sector, residents want more than to simply rent an apartment – they want to experience a lifestyle. They expect their relationship with a landlord to feel less transactional and more emotional. With increased competition among building owners, front-end staff must focus on building brand loyalty and brand awareness to develop that trust.

For Cory Chisholm, senior vice-president of property management at Midwest Property Management in Edmonton, residents' needs take priority over business needs. This is a win-win. When residents recognize a brand as a lifestyle choice they, in turn, build up that brand and the surrounding community.

"With changing demographics, we see that millennials care more about the experience of a home than just the aesthetics," he says. "Not only does the unit have to be pleasing to the eye, its amenities are just as important. Residents are looking for proximity to great restaurants and transit, as well as community events within the building and access to an online portal."

The CERTIFIED PROPERTY MANAGER® (CPM®) designation program offered through the Real Estate Institute of Canada (REIC) taught him that responding to the needs of residents builds loyalty, which is key to developing the reputation of a property management company. Through trust, residents are more likely to respond to change in a positive manner.

This senior-level property management designation also shows that an individual within the industry has mastered the analytical and leadership skills required to enhance both the short and long-term values of large real estate portfolios.

"The CPM designation is the Tesla of the property management industry; it's the one that sets the bar for professional recognition," Chisholm adds. "It shows you how to fulfill an owner's needs, but also gives you the credibility residents are looking

for. You become professionals running homes rather than just some Ma and Pa operation."

Through the program, future CPMs acquire foundational skills that are transferable decades later. They learn everything from maintenance mechanics and financing to marketing, human resources, ethics and overall site management. This knowledge has been guiding Chisholm throughout his 21-year career.

"When I got my designation in 2006 it was extremely valuable. I had already been in the industry for about eight years and thought I knew a lot," he says. "But it was only when I began taking courses at REIC that I learned about the intricacies of property management."

## Advice for the Next Generation

Strong interpersonal skills, a high level of resilience and financial acumen are necessary skills for budding property managers.

People starting out in the industry may consider this an easy field, but the career path is far from monotonous; every day is different. On the residential side, property managers are dealing with people's lives.

"This is where people get married, where they experience tragic times, where they host Christmas," says Chisholm. "Anyone who is interested needs to understand this is a people business and these units are people's homes. Once you understand that, you will make it a good experience for them."

Property managers also have to be thick-skinned and display strong leadership skills in what he calls a "very personal business."

"For some residents, a leaky tap is very frustrating because they're paying rent, we need to be empathetic and understand that," he says. "At the end of the day, we want to offer a carefree experience, so residents are enjoying their home and not worrying about getting the sidewalk shoveled or the gym equipment working."

The CPM designation develops these people

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# ARLA

BOARD OF DIRECTORS

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# Continued From Page 3

skills while also exploring the financial side of the business, from cash flows to income statements. When looking at an income statement, a property manager should be able to grasp the health of a building to determine what is suffering and in need of repair.

## Managing Unpredictable Events

CPMs are also equipped with skills to handle unpredictable events like floods, which are becoming increasingly common in many regions. REIC offers a Managing the Physical Asset course that explains how to develop a first-rate property maintenance program and manage various types of risk. The course covers the building envelope and mechanics, while also teaching students how to be mindful of operating systems.

"Mechanics are the internal organs of your building; if those aren't working, it doesn't matter how pretty the outside is because you're going to run into issues," says Chisholm. "The course provides a variety of ideas so when something does happen, you have the tools to react properly and not panic. You learn how to acquire a core set of reli-

able contractors, policies and procedures to deal with inevitable events like floods and fires."

## Evolving Technology

The proliferation of social media is more important than ever. Chisholm advises publicizing your name on various platforms where communication moves back and forth.

"It's a smartphone-driven world where people want to see each other's reactions and have quick conversations – whether you want to mail in a work order or book a viewing," he says. "You need to have a good website and resident portal."

By the time potential residents come to a building, they've already read reviews and viewed the building online. They have seen the website, unit pricing and screenshots of amenity spaces. Without a good appearance on the front end, a property manager won't attract the same amount of residents as someone who does. Technology is pushing good operators to remain relevant and competent, while the bad ones lag behind.

"The more information about a product you're

selling, the better," says Chisholm. "That will sell your apartments for you. By the time potential residents come to you, they just want to touch, feel and walk through the property. That is where you build the experience on the customer side."

The CPM designation program covers how to analyze a property's physical and fiscal performance, and how to market, retain and improve tenant, resident and employee relations.

"REIC gives you the tools to become very good at a broad scope of things," says Chisholm. "From minute-to-minute you could change from being an accountant, a psychologist, a building or mechanical expert, and above all you have to be an excellent leader."

*To learn more about the Managing the Physical Asset course and the CERTIFIED PROPERTY MANAGER® (CPM®) designation program, please visit: [www.reic.ca](http://www.reic.ca)*

*Reprint permission in kind by Rebeca Melnyk, Online Editor, Media Edge March 2018*

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# RTRDS is Getting Digital

**The Residential Tenancy Dispute Resolution Service (RTDRS) is working to make our service more accessible and convenient for Albertans.**

We are very pleased to announce a RTDRS online application filing option will be available in fall 2018!

## How does it work?

The application form will available on our current website. You will have the option to:

- Submit your safe and easy-to-use application for filing anytime, anywhere.
- Complete your submission by paying online with credit or debit through the secure Govern-

ment of Alberta eServices portal. You can also choose to send or bring in a cheque or money order.

- Manage your profile and application. Check your application status, confirm hearings dates, submit additional evidence, and more!
- Submit substitutional service and abridgement of service requests.
- Cancel or withdraw an application at any time.

## Can I still file in person?

We will still be available in the Edmonton and Calgary offices to receive your applications.

Where can I get more information?

Stay tuned! Look for more information in this newsletter and on our website ([www.rtdrs.alberta.ca](http://www.rtdrs.alberta.ca)) in the upcoming months.

For more information, please contact Narinder Sidhu at [Narinder.Sidhu@gov.ab.ca](mailto:Narinder.Sidhu@gov.ab.ca)



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## Federal Cannabis Legislation

June 20, 2018

**Kathleen Ganley, Minister of Justice and Solicitor General, issued the following statement today after Prime Minister Justin Trudeau announced Oct. 17, 2018 as the formal date for cannabis legalization:**

"The Alberta government is ready to manage legalized cannabis in a way that protects Albertans and promotes public health.

"Today's announcement confirming Oct. 17, 2018 as the official date of legalization means our province has the clarity it needs to move forward.

"Over the past 15 months, our government has built a system for legalized cannabis focused on keeping cannabis out of the hands of children, keeping profits away from criminals and pro-

tecting Alberta's roads, workplaces and public spaces.

"Today's federal announcement means the Alberta Gaming and Liquor Commission (AGLC) may begin the transitional work necessary to prepare for legalization. This includes finalizing contracts with suppliers, stocking cannabis and selling and delivering cannabis to retail outlets.

"The AGLC will also issue conditional licences to approved licensees, who may begin preparing their stores to open, but will not be allowed to sell any products until legalization on Oct. 17. It will continue to be illegal for Albertans to buy or possess cannabis until that day.

"Once cannabis is legal across the country in 17 weeks, our work will not be over. Our government will be watching closely to ensure our legal

cannabis system is working, and we will make changes as necessary.

"I want to thank the tens of thousands of Albertans who provided feedback over the last 15 months. Your input and expertise were essential in guiding our efforts to build a system that, at its core, prioritizes the health and safety of all Albertans."

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*Annalise Klingbeil*

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# Death of a Tenant: Questions & Answers

BY JUDY FENG, CENTRE FOR PUBLIC LEGAL EDUCATION ALBERTA

When a tenant dies while renting a property, there can be many questions about what to do next. For example, who should you contact to deal with the tenant's belongings? How will the tenant's rent and security deposit be handled? What if the tenant's surviving spouse or interdependent partner is living in the rental property? This article will help answer some of your questions as a landlord.

## What should I do if the tenant dies in the rental property?

If the tenant dies in the property and you discover the body, call 911. While you wait for emergency services to arrive, do not touch anything or let anyone else enter the property. Emergency services will determine what happens next.

## Who should I contact to deal with the tenant's belongings?

When someone dies in Alberta, all of their belongings

(such as money, bank accounts, personal and real property) become part of their estate. If you have information about the tenant's family, then contact them about the tenant's death and verify if there is a will. If there is a will, the document will have someone named as a personal representative. The personal representative is responsible for dealing with the estate and will become your contact for rent, the move-out inspection and the return of the security deposit.

If the personal representative does not make arrangements to remove the tenant's belongings, then you may treat them as abandoned goods. Section 31 of the Residential Tenancies Act sets out rules for how the landlord can dispose of abandoned property. If you are unsure of your rights and responsibilities in dealing with the tenant's belongings, seek legal advice.

**Tip:** When a person dies without someone available or willing to settle their estate, the Office of the Public Guardian and Trustee (OPGT) assists with burial and may help with administering the estate on a case-by-

case basis. If you are unable to contact the tenant's family, try contacting the OPGT at 1-877-427-4525 for more information on how to proceed.

## What happens to the lease?

If there are no other tenants in the rental property, the tenancy is terminated on the earliest date that the tenant could have terminated it under the Residential Tenancies Act. The termination date depends on whether the rental agreement was periodic or fixed term. For example:

- The tenant had a periodic monthly lease and died on February 4. The earliest date that the lease ends would be March 31 (the end of one full tenancy month).
- The tenant had a fixed term lease from January 1 to December 31 and died on June 15. The earliest date that the lease ends would be December 31 (the end date of the fixed term lease).

CONTINUED PG 8

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# Continued From Page 7

- TIP:** The estate (or anyone responsible for administering the estate) cannot end a tenancy without obtaining:
- the consent of the tenant's surviving spouse/partner or
  - a court order ending the tenancy

If the personal representative of the estate asks to end a fixed term lease early and there is no surviving spouse/partner, the landlord can consider renting out the property again. The landlord and personal representative can try to work out an agreement with rental payments until the landlord finds new tenants. Any agreement should be in writing.

## Who's responsible for rent and security deposit?

Unless a court order or the tenant's will says otherwise, the deceased tenant's estate is responsible for:

- rental payments
- security deposit
- the cost for insuring household goods
- utility costs as required by the lease (for example, electricity, gas, water)

## What can I do with the locks and keys?

You can change the locks to the property if you provide the personal representative and any remaining tenants

with a key right away. When the tenancy ends, the personal representative must return all keys to you. Before you rent out the property again to new tenants, you should re-key or change the locks to secure the property.

## There's another person living in the property. Can I end the tenancy?

Whether you can end the tenancy depends on who the other person is. Under the Wills and Succession Act, the spouse or interdependent partner is allowed to stay in the property for a temporary period of 90 days (known as a period of temporary possession). Even if the spouse or interdependent partner is not named on the tenant's lease, he or she is deemed to be the tenant for all matters, except in relation to rent and security deposits.

To end the tenancy during the period of temporary possession, the estate (or anyone responsible for administer the estate) must:

- obtain the spouse or interdependent partner's consent or

- make a court application to end the tenancy

You can make a court application to terminate, shorten or extend the period of temporary possession. In making such an order, the judge will consider a number of

factors, such as the availability of other accommodation and your interest in the property as the owner.

If the person is neither the tenant's spouse nor interdependent partner but is named on the lease, you have an obligation to continue renting to the person until the end of the lease. You may want to discuss how to handle rental payments and take the deceased tenant's name off the lease. You will need to work with the personal representative in deciding what to do with the security deposit and any unpaid rent.

If the person is neither the tenant's spouse nor interdependent partner, is not named on the lease and does not have your permission to live in the property, you can issue a notice to vacate.

For more information, download CPLEA's complete "Death of Tenant" booklet at: <https://www.landlordandtenant.org/resources/>

Judy Feng is a Staff Lawyer at the Centre for Public Legal Education Alberta (CPLEA). This article is for general information purposes only and is not meant as legal advice. If you require legal advice, please consult a lawyer.



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## **ARE YOU A LANDLORD IN ALBERTA? HOW WELL DO YOU KNOW THE RESIDENTIAL TENANCIES ACT?**

The RTA outlines the rights and responsibilities of the majority of landlords and tenants in Alberta. The RTA also covers many relevant issues, including security deposits, types of leases and notice periods to end a lease.

Suite Smarts is an online interactive learning tool designed to help Alberta landlords become better acquainted with Alberta's Residential Tenancies Act. This is an excellent opportunity for people new to the rental industry, or for landlords who would like to brush up on their knowledge of the legislation in this user friendly, self-paced learning format.

Understanding the laws governing the fundamentals of the Alberta Residential Tenancy Act and its Ministerial Regulations is a landlord's responsibility. Don't wait until a situation arises between you and your tenant. Know your rights and responsibilities to help mitigate potential problems.

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## PORTABLE FIRE EXTINGUISHER TAGS

### PURPOSE

The purpose of this interpretation is to clarify sentence 6.1.1.5.(3) Alberta Fire Code 2014 (AFC 2014).

### DISCUSSION

Companies that are certified to perform inspection, testing and maintenance on portable fire extinguishers within the Province of Alberta must place an approved tag on each portable fire extinguisher in accordance with sentence 6.1.1.5.(3). Tags are to be completed, in their entirety, by a Certified Fire Extinguisher Technician.

It is important to note that the Variance titled, "Alternative Tags for Outdoor Portable Fire Extinguishers" is still valid and those tags need to follow the example set out in this Interpretation.

<http://www.municipalaffairs.alberta.ca/documents/AlternativeTagsOutdoorPortableFireExtinguishers.pdf>

See Appendix "A" for an illustration of an approved tag.

### CODE REFERENCES

Article 6.1.1.5. (3):

- 3) Except as permitted by Sentence (4), each portable extinguisher shall have a tag securely attached to it showing
- a) the type of extinguisher,
  - b) the size of extinguisher,
  - c) the serial number of extinguisher,
  - d) the date of last annual maintenance,
  - e) the date of last recharge,
  - f) a five-year monthly inspection and annual maintenance record,
  - g) the name of the *owner* of the extinguisher,
  - h) the name, address and telephone number of the service agency,
  - i) the certification number of the *approved* testing agency, and
  - j) the printed name and signature of the service person.

Unless stated otherwise, all Code references in this STANDATA are to Division B of the Alberta Fire Code 2014.

Issue of this STANDATA is authorized by  
the Provincial Fire Administrator

[Original Signed]  
Tina Parker

Alberta Municipal Affairs – Safety Services, 16<sup>th</sup> Floor, 10155 – 102<sup>nd</sup> Street, Edmonton, Alberta, Canada, T5J 4L4  
Phone: 1-866-421-6929 Email: [safety.services@gov.ab.ca](mailto:safety.services@gov.ab.ca) Website: [www.municipalaffairs.alberta.ca](http://www.municipalaffairs.alberta.ca)



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<b>SIZE OF EXT. (RATING):</b> _____	
<b>TYPE OF EXT.:</b> _____	
<b>SERIAL #:</b> _____	
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BUSINESS NAME:		<u>HJS Inc.</u>		
BUSINESS ADDRESS:		<u>119-911 Elm St.</u>		
<u>SPRINGFIELD, AB T9L 1T1</u>				
LOCATION OF EXT.: <u>Main Entrance</u>				
3.(b)	SIZE OF EXT. (RATING): <u>4A: BOB : C</u>			
3.(a)				
3.(c)	TYPE OF EXT.: <u>Dry Chemical (Multi-Purpose)</u>			
SERIAL #: <u>911249</u>				
<p>This certifies that the fire equipment was left in serviceable condition on the date noted as per the Alberta Fire Code and NFPA 10. We assume no further liability.</p>				

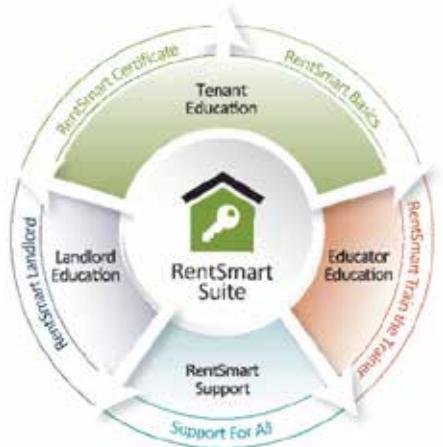
24 HOUR 780-5K6-3490		 Busta Heetie Fire Extinguishing Company					3.(h)
<b>FIRE PROTECTION AND CONTRACTING</b>							
SERVICE TECHNICIAN INSPECTION/MAINTENANCE RECORD							3.(f)
MONTHLY <							
JAN	2018	2019	2020	2021	2022		
FEB	H8						
MAR	H8						
APR							
MAY							
JUN							
JUL							
AUG							
SEP							
OCT							
NOV							
DEC							
HYDRO/RECHARGE DATE:							3.(e)
ANNUAL <							3.(f)
Print Name:		 					3.(j)
Signature:							3.(f)
Date:							3.(d)

# RentSmart Tenancy Course Comes to Alberta

BY KATIE MACDONALD, CRHC

RentSmart providers education and supports to tenants, landlords, housing providers and community organizations with the goal of successful tenancies for all. RentSmart is now being offered in Alberta with the aim of empowering Albertans to have healthy and stable tenancies.

**RentSmart operates the following programs:**



The RentSmart Certificate is one that you may want to recognize as something to distinguish between potential tenants, or as a possible reference!

Through either in person or online training, participants earn a RentSmart certificate which they can use to demonstrate their commitment to good tenancies. This course is 12-hours and includes information on the Residential Tenancy Act, healthy communication, basic home maintenance and budgeting among other topics. This course can also be completed online!

**What does this program offer to landlords and property managers?**



Tim O'Brien, a Property Manager with Beacon Community Service in British Columbia said "I see a difference in RentSmart tenants. They are better neighbors and pay their rent on time. I always look for the RentSmart certificate now."

To date, 101 Albertans have graduated with a RentSmart Certificate. Of those participants, 25% wanted to use their certificate as a reference to secure housing. Participants often cited learning about their rights and responsibilities, communication skills and budgeting.

**Program development and coordination for RentSmart in Alberta is provided by Capital Region Housing.**

If you would like to talk about the possibility of accepting RentSmart Certificate as a reference, or if you have further questions about RentSmart in Alberta, please contact Katie MacDonald at: [katie.macdonald@crhc.ca](mailto:katie.macdonald@crhc.ca) or (780) 702 9652.



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## 2018 Event Listings

<b>Thursday, February 22nd</b>	Educational Seminar Chateau Louis Conference Centre
<b>Thursday, March 22</b>	Educational Seminar Chateau Louis Conference Centre
<b>Wednesday, April 18</b>	General Meeting & Seminar Chateau Louis Conference Centre
<b>Thursday, April 26</b>	BONUS Seminar Chateau Louis Conference Centre
<b>Thursday, May 17</b>	General Meeting & Seminar Chateau Louis Conference Centre
<b>Thursday, June 14</b>	ARLA Golf Classic Tournament Sandpiper Golf & Country Club
<b>Thursday, September 20</b>	General Meeting & Seminar Chateau Louis Conference Centre
<b>Thursday, October 18</b>	Educational Seminar Chateau Louis Conference Centre
<b>Friday, November 23</b>	Annual General Meeting & Christmas Social Chateau Louis Conference Centre

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## METAL ROOF RESTORATION

If you're commercial or industrial building's metal roof has deteriorated over time and is in need of restoration, trust the experts at Christensen & McLean Roofing Co. Ltd. We pride ourselves on providing the highest quality products and customer service. If you currently have roof leaks, rust related problems or simply want to extend the life of your existing roof, please contact us.

Metal roofs develop leaks and corrosion over time from prolonged exposure to weather elements. Years of heat-related expansion and contraction also wear on metal roofs and can loosen seams and fasteners. Metal roof systems will have to be replaced eventually, but you can prolong their life expectancy by applying a protective metal roof coating.

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- Inspect roofing membrane seams in the field and perimeter, expansion joints and complete minor repairs.
- Reseal cracked or missing roof caulking joints up to 150 linear feet.
- Advise the authorized building client or contact of any repairs which would exceed the above inclusions.

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