



# THE Rental gazette



## How the Pandemic Will Reshape the Rental Market

BY PAUL DANISON, CONTENT DIRECTOR OF RENTALS.CA FROM REM MAGAZINE.

How long has it been since we began hearing these words every day: COVID-19, coronavirus, pandemic? How long before we try to forget them?

Who knows – it could be awhile. But the new words will probably change us – change the way we live, play and work, and will possibly bring a more massive digital transformation closer to home sooner than predicted.

Take housing, renting, and all that’s associated with the search, the transactions and the move. Post-COVID-19 could bring about some changes to enhance the process, making it more efficient, easier and maybe even more enjoyable.

People are searching for rentals again, says Matt Danison, CEO of Rentals.ca. “Rentals.ca has experienced its all-time high in traffic numbers in the first week of May, surging 59 per cent compared to the first week of April,” he says. “Renters who put off moving when the pandemic hit are now starting to resume their apartment search in the hopes that Canada’s lockdown will end in the coming weeks.”

Guy Tsrar, data scientist at Local Logic in Montreal, agrees. “At its worst point since COVID-19, the rental market lost 27 per cent of user search traffic across Canada,” he says.

“But since that low point in mid-March, the market has rebounded with the search traffic for the last two weeks of April exceeding the last two weeks of January.

“People still need homes, and we see that the initial shock of COVID-19 has subsided, and consumers are back out there looking for homes online.”

Local Logic looked at how users interact with its proprietary Location Scores to understand what matters to renters now, compared to pre-pandemic days.

Unsurprisingly, people in Canada looking to rent care about proximity to grocery stores much more than before the outbreak – 13.5 per cent increase compared to January averages.

What renters cared about in April versus January of this year. (Local Logic). The graphic shows renters care much less about public transit (a 14-per-cent drop), and they are much more interested now in cycling (a 17.3-per-cent increase).

“Since COVID-19, renters’ lifestyle demands have changed and have not rebounded to pre-COVID times; we see renters are looking to live in more cycling- and pedestrian-friendly

## INSIDE

- A Message From ARLA ..... 3
- Editor’s Message ..... 4
- Executive Director Report..... 8
- Coping With Stress ..... 9
- Legal Corner..... 10
- Welcome New Members ..... 11
- Shared Accommodations..... 12
- Ask a Contractor..... 14
- Golf Classic Save the Date ..... 16
- Normal Wear and Tear..... 17
- Calendar of Events..... 19
- Service Member Directory..... 20

# ARLA



**Alberta Residential Landlord Association**

*The Voice of the Residential Rental Industry*

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

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

CONTINUED PG 6

## COVID-19 INFORMATION

# HELP RELAUNCH, SAFELY

Prevention starts with awareness.  
Be informed on how you can protect  
yourself and others from COVID-19:

- Isolate if you're feeling sick
- When out, maintain physical distancing of 2 metres
- Wash your hands frequently for at least 20 seconds with warm water and soap
- Cover coughs and sneezes and stay home if you are sick
- Avoid touching your face
- Wear a mask in public places where keeping a distance of 2 metres is difficult

### STAY INFORMED

[alberta.ca/covid19](https://alberta.ca/covid19)





*The Voice of the Residential Rental Industry*

Dear Valued ARLA Members:

On behalf of ARLA's Board of Directors and ARLA's staff, Donna & Brittany, we want to start by thanking each of you for your continued support of your Association, especially during this difficult time. ARLA has been unable to hold any in-person Educational Seminars, General Meeting Luncheons, or other networking events that we all look forward to attending each year. Unfortunately, this has added some financial strain to our Association, however, we continue to stay positive & focus on maintaining a strong voice for the residential rental industry. ARLA is striving to ensure members receive value for their membership by continuing to update members with current information & provide support when needed, we are here for YOU! ARLA will continue to provide regular broadcasts to keep us in touch with each other.

Please continue to support ARLA by placing an ad in the Rental Gazette Newsletter, purchasing Landlord Forms, attending Webinars, referring others to ARLA and following ARLA on its social media platforms.

Your support means everything to ARLA and without it, we would not be able to continue to grow our membership and give our membership a bigger voice!

Thank you,

Alberta Residential Landlord Association

*I'd like to thank you for all the emails about how to deal with Tenants and the government with respect to the Corona Virus, as they have been very useful to me. Thanks again for all your hard work.*

*Gregory O. Pretzlaff*

*Thank you for all the information from ARLA throughout this pandemic. It was a huge help to me in designing our pandemic plan and keeping up with the developments and rules!*

*Thanks,*

*Azelda Payne*

*Midwest Property Management*

*You guys are doing a great job with your updates, thank you.*

*Barry T Wiedman, General Manager*

*MHA Properties*

*I wanted to reach out to you and say a special thank you for being a wealth of information and strength for the ARLA membership during these challenging times.*

*I believe I speak for everyone when I say your ongoing updates and e-mails are a God send for all of us.*

*Thanks again and stay safe!*

*Norm Gagnon*

*Serv-it Bailiff Services Inc.*

*Just wanted to say I am grateful that we have you at the helm of ARLA and that I appreciate what you do!*

*Thank you!*

*Wanda Bone*

*Westcorp Property Management*

*I just wanted to let you guys know that your regular communication through this has been stellar. Although I am not a landlord, I appreciate all your hard work as a fellow service provider.*

*Well done!!*

*Colleen N. Gilliam | Marketing and Events Coordinator*

*Reynolds, Mirth, Richard & Farmer LLP*



# Editor's Message

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

## Market Update

Summer is upon us and while the economy starts to re-open, we are not likely to experience many traditional summer activities, so I hope at least you are able to enjoy the outdoors with your families in some ways. Prior to COVID-19, there were indicators that several factors that would keep rental demand high with low vacancies and strong rental growth driving the construction of more apartments in the next ten years perhaps than we have seen in the last several decades. Some of those factors may be impeded in the short term due to the Pandemic but some new factors may also improve the situation for landlords in the mid to long term. The factors prior to COVID-19 which would have positively affected the rental market were: Positive immigration, housing affordability, the preferences of Millennials, an aging society and construction constraints on new Housing.

With the Pandemic, some new factors have come to light which will affect the rental market which include a desire to age in place and avoid seniors residences, not taking the risk of a mortgage and remain or chose to be a renter, potential reduction of Airbnb/Vacation rental market in major cities may result in lower long-term construction of condominiums, which have provided units to the shadow rental market in recent years and lastly investors will likely have a preference for multifamily apartment investments over other commercial asset classes.

How these factors will affect the rental market in the short-term is that immigration numbers will decrease which may relieve some of the housing shortages we have recently had. More residents will stay in

place rather than move for now and lower turnover may mean that rental income growth will be limited for the time being. Rent increases are mostly off the table for now. Evictions were temporarily deferred in Alberta and landlords were encouraged and still are to make payment plans and partial deferrals so that tenants could shelter in place. Smaller landlords will be impacted greater than larger landlords as your income may be more greatly disrupted if you only own a small number of units and is much more impactful to your bottom line than if you own many units. Also, economies of scale going forward are more manageable going forward for larger landlords in regards to new COVID-19 guidelines for maintenance and interaction with tenants within your buildings. Construction projects will be delayed and take longer as social distancing requirements will reduce efficiencies. This reduction in supply will positively affect the existing rental occupancies and vacancies.

The cost for debt has dropped considerably for apartment owners and a 10-year rate on a CMHC insured mortgage may have dropped from 2.5% down to 1.75%. While some lenders have exited the Alberta market, CMHC is still active and working with Western Canadian lenders. This should help balance the values of apartment buildings in the short term. Online technology and virtual showings of apartment units are likely to increase dramatically in the coming months/year and the industry will have to adjust and procure the technology to allow certain staff to not only work from home, but have the ability to show potential tenants available units virtually and to screen the tenants via online application.

CONTINUED NEXT PAGE



# ARLA

BOARD OF DIRECTORS

## EXECUTIVE COMMITTEE

President: Paul Jones

Past President: Pete Ages

1st Vice President: Dan Posa

2nd Vice President: Roxanne Johnson

Secretary / Treasurer: Raphael Yau

## COMMITTEES & DIRECTORS

Constitutional: Jaime Lopresti

Education & Conference:

Sherri Doucette & Marisa Redmond

Government Liaison: Sonny Mirth

Membership & Benefits:

Carolyn Flexhaug & Sandy Pon

Rental Gazette Newsletter: Raphael Yau

Program & Social Committee:

Roxanne Johnson & Kate Brisson

Public Affairs & Social Media:

Jonathan Bussey

## ALBERTA RESIDENTIAL LANDLORD ASSOCIATION

#208, 10544 - 106 Street

Edmonton, Alberta T5H 2X6

780-413-9773

[www.albertal landlord.org](http://www.albertal landlord.org)

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

## STAFF

Donna Monkhouse

Executive Director

[donna@albertal landlord.org](mailto:donna@albertal landlord.org)

Brittany Dorado, Executive Assistant

Events & Member Development

[executive@albertal landlord.org](mailto:executive@albertal landlord.org)



# Continued From Page 4

In the mid-term there will likely be some distressed sellers looking for liquidity and whom do not have the desire to adjust to the “new normal” for apartment rentals or whom may be highly leveraged in their building and the short term disruption in their income proves too difficult moving forward. This should present opportunities for larger landlords or investors who are comfortable with operating a building in a post COVID-19 environment and there may be developers whom are over leveraged and need to sell in order to pay down/off higher interest construction mortgages at times when sales are slow of condominium units. A large institutional buyer may be able to convert/complete certain projects which fit their long-term portfolio. Newly built student focused residences will be interesting going forward as shared accommodations may not be attractive to students in the short to mid-term once students go back to post-secondary school. E-learning for students is yet still to be determined and seen as effective enough. For post-secondary students it does not seem to be desired solution and there are surveys showing that many high school graduates may take a “gap year” and see what happens. Immigration in the mid-term will like increase once travel restrictions are eased and eventually lifted. As the United States are likely

to lower immigration through restrictions, Canada will likely fill the demand.

In the long-term construction constraints will lead to lower vacancy and rental rate growth, and less condo builds will lower the overall shadow rental supply in the years to come. The reduced ability to sell condos may further incentivize developers to building purpose-built rentals provided construction financing is there. The restrictions on Airbnb type short-term rental services will likely go into the long-term rental pool but eventually, many of these units will be sold to owner occupiers as the stock gets older and less profitable for investors. There may be a shift to being not leveraged for home ownership and this may lead to more people looking towards the rental market for their housing solutions. In the long term there may also be an avoidance for seniors to look at long-term care facilities as long as they can remain independent and this may increase demand for the traditional rental market. Rents are still very affordable compared to home ownership and people may chose this path in order to increase their savings and be more at ease should a global event like this happen again in the future. Apartment ownership will be viewed as one of the safest sectors not only in the realm of real

estate, but of the economy as a whole. In a way the rental industry will be viewed as an essential service or need and expect more investment capital to flow towards this asset class in the long term.

Eventually this economic uncertainty and volatility of COVID-19 will pass. Life will return to a new normal sooner than later and hopefully we will have learned from this and be better prepared should an event like this happen again in the future. The Apartment Industry is resilient and while some players may exit the market, once things settle and a thorough analysis is done, more capital will flow into this sector than previous years due to its stability.

I hope you all are able to get outside and enjoy our beautiful summers. Stay away from the Murder Hornets ok?

*Source: Cushman & Wakefield Edmonton Research, Conference board of Canada, Centurion Asset Management*



**R | M | R | F**  
BARRISTERS SOLICITORS

Reynolds  
Mirth  
Richards  
& Farmer LLP



**Sonny Mirth**  
780.497.3346  
emirth@rmrf.com



**Heidi Besuijen**  
780.497.3327  
hbesuijen@rmrf.com

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

Phone: 780.425.9510 | Toll Free: 1.800.661.7673 | [www.rmrf.com](http://www.rmrf.com)



**CUSHMAN & WAKEFIELD**  
Edmonton

**COMMERCIAL REAL ESTATE**

**APARTMENT SALES**

**LAND SALES**



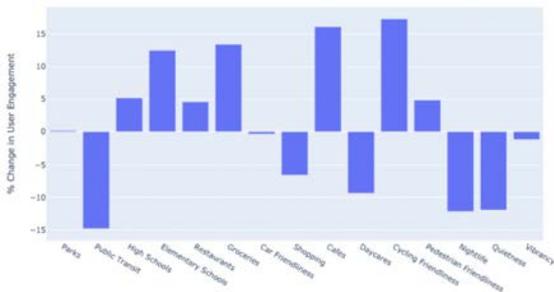
**RAPHAEL YAU**  
Senior Associate  
(780) 917 8326  
[raphael.yau@cwedm.com](mailto:raphael.yau@cwedm.com)

Suite 2700, TD Tower  
10088 - 102 Avenue  
Edmonton, AB T5Y 2Z1  
[www.cwedm.com](http://www.cwedm.com)

# Continued From Cover

areas, with better access to groceries and better access to schools,” says Vincent-Charles Hodder, CEO of Local

What Renters Care About? April vs. January 2020



Logic. “Conversely, renters care less about being close to quality retail shopping, public transit, daycare and quiet neighbourhoods.

“Only time will tell if this is a permanent change in lifestyle demand or if this will begin returning to normal as non-essential businesses reopen and consumer confidence returns.”

Rentals.ca put together seven predictions – digital and otherwise – that might stick long after the coronavirus is gone to reshape the housing/rental market.

## 1) More landlords and renters will embrace online

## virtual leasing, 3-D and virtual tours.

It's not like 3-D and virtual tours are something new; they just have not been commonly used. More tenants will begin paying rent digitally than ever before.

## 2) Some short-term rentals in urban areas will convert to long-term rentals.

The longer short-term rentals in the larger cities remain vacant, the sooner their owners could put them back into long-term rental stock. Or, they might have to put the units on the market if they can't afford the mortgages. This could give renters more options, help open up supply a little in cities such as Toronto, Vancouver and Halifax with tight vacancy rates, and might even help to lower rents. But the biggest short-term problem for short-term rentals are new laws prohibiting them in some jurisdictions.

## 3) Cleaning will take on a whole new meaning in apartment buildings.

Cleaning will become a bigger industry with stricter rules or guidelines on how to clean, what to use and how to stay safe while cleaning. Janitors and cleaners already wear gloves, but now they will probably don masks, coveralls that are washed every night and use spray bottles of disinfectants known to kill the coronavi-

rus. The rags, brushes and equipment used to clean will need to be cleaned and disinfected or trashed.

Cleaners might be trained better for the coronavirus, and they could get a temperature check before coming to work each day. This will become a more expensive task for landlords and property managers.

## 4) More claims will flood tenant/landlord boards.

The renting landscape in the shadow of COVID-19 is confusing and chaotic and things could get worse unless cooler heads prevail.

Rent strikes were planned for April and May, evictions are banned, rent hikes are frozen, job losses are mounting, government assistance is on the way – soon they say.

Once the coronavirus war ends, the landlord/tenant war could escalate and play out in tenant/landlord board hearings and maybe even in more litigation. Tenant/landlord tribunals are already overloaded and backlogged; this could get worse post-COVID-19.

## 5) People will not move as much in the short term but expect a spike in the recovery.

When the worst is over, moving vans will start rolling again as optimism gets us moving again. Most moves will only be delayed during this bleak time. While more renters will be on the move, count on fewer homeown-

CONTINUED PG 7

# Thank You FRONTLINERS

FOR YOUR SERVICE TO OUR COMMUNITY,  
WE SALUTE YOU!

# PLEASE STAY SAFE!



# Continued From Page 6

ers making a move.

## 6) Rents could fall in the short term, and affordable housing will be even harder to find.

Imagine if you can, Toronto and Vancouver with a healthy three per cent vacancy rate, and rents falling by the end of the year rather than rising. A few months ago that would have been laughable. But because of COVID-19, Canada will have less immigration, fewer international students and with the border closed, not nearly as many seasonal and part-time workers. All typically are renters.

And, because of No. 2 above, some-short rentals will be converted to add to the rental supply.

So, with fewer renters and more supply, rents could slide down overall this year, but the higher end of the rental market advertised as luxury rentals could be more affected.

“With the record number of layoffs, there will be more demand than ever for affordable housing,” says Dani-son. Also, in some areas, building affordable housing has slowed or even been halted for a while.

## 7) Coworking spaces in apartment complexes could become the hottest new amenity.

Working remotely is not new. Many in the gig economy know nothing of office politics. And, coworking spaces were becoming popular in new apartment complexes

before COVID-19 hit.

## A few other trends to consider post-COVID-19:

- A new way of living for seniors. Senior housing, buildings and units could be redesigned with new protocols on how to better protect them. More seniors die from this virus than any other age group, so a lot of thought will be given to how to protect them. This will be an evolving, creative process of how we protect the older among us.
- The dream of buying becomes more of a dream. The nightmare of COVID-19 could extend the trend of renters staying renters longer.
- With vastly increased food delivery, will apartments have a designated area for the exchange of food and goods between delivery services and tenants? Not a bad idea.
- Will international students be caught in a pickle of looming deadlines to leave their residences and the dwindling number of international flights? What will they do, caught in between school and going home?

One last point: Character, creativity and community are often developed out of adversity. Think back to the 2008 “Great” recession or even to 1929 Great Depression.

Entrepreneurs and creative companies will come together with innovative solutions to the housing crisis stemming from the 2020 COVID-19 pandemic. Count on it.

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

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

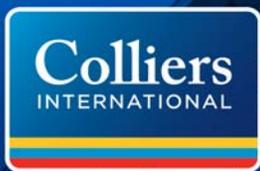
Contact **EDMONTON EVICTION SERVICES INC** to find out if you can evict and how we can help you reduce stress and move forward.

e-mail: [don@edmontonevictionservices.com](mailto:don@edmontonevictionservices.com)

cell: 780.974.8427

fax: 780.9979387

**CALL NOW - DELAYING COSTS MORE!**



Colliers Macaulay Nicolls Inc.

## MULTI-FAMILY PROPERTY EXPERTS

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

**MARK SWAENPOEL**  
mark.swaenpoel@colliers.com

**PERRY GERELUK**  
perry.gereluk@colliers.com

**ANDREW SIMPSON**  
andrew.simpson@colliers.com

**RICK ARGUE**  
rick.argue@colliers.com

2210 Manulife Place, Edmonton, AB | 780 420 1585

## GET READY FOR SPRING!

- **PROPER TREE PRUNING:**
  - Elm trees BEFORE March 31<sup>st</sup>
  - Fruit trees BEFORE “Leaf out”
- **SAFE TREE REMOVALS and STUMP GRINDING** for RE-PLANTING DEPTH
- **CERTIFIED, INSURED, and W.C.B.**  
**DO NOT TOP TREES! HIRE PROFESSIONALS.**

**info@trustytree.ca**  
**(780) 860-5500**

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



PR-0597A

# Executive Director Report Summer 2020

BY DONNA MONKHOUSE, EXECUTIVE DIRECTOR



Who knew as we move into Summer that we would be dealing with an unprecedented pandemic and be living under a “State of Emergency”, certainly not me? Who knew that our last event for months to come was going to be our 25th anniversary celebration? Who knew that we would be having board meetings and other meetings over Zoom? Although networking with our fellow members is not possible at this time, we have found ways to make some things work already, and we will strive to continue to find new ways to ensure our members are informed and in touch.

Brittany and I worked from home for a few months and are both back in the office now for our membership – if you need anything, we are here to help you. I must say during those 2 months we were very busy.

The day before the announcement of the State of Emergency, I sold & moved from my house into an apartment. Leaving my dog home alone during the day was a concern, because he always had the run of a large house, and I was worrying about him adjusting. Well, as it turned out I was able to be home with him to help him adjust, however, now returning to the office, I have to readjust him yet again.

Working at home I thought oh good, I can eat proper now and spend some time in the morning doing exercises to keep in shape because I would have that time. Lo and behold, that never happened. The ease of fast food and the noise of the Price Is Right consumed me and I will admit that I have put on more COVID-19 weight than I needed. Needless to say, I was very happy to return to the office to work. Apartment life is pretty cool too!

We continue to sift through information daily to ensure our membership is receiving the facts and good resources. We attended many webinars to ensure we had information to share. ARLA was invited to speak to our Government officials on several occasions about the Landlords situation, and they listened in some respects. We wrote letters to the City of Edmonton Council when they gave the Multi Family Industry a

property tax rate increase and we continue to advocate on the Landlords behalf. We were able to be heard on various radio broadcasts and were quoted in articles in the Journal as well. Our day to day workload has shifted in a new direction in some ways and we find ourselves doing things we never thought we would have to, so our members were in the know.

ARLA, remains in touch with government officials, other landlord associations, City of Edmonton Mayor and Council, RTDRS as well as other members. We are here for you!

Although our events are cancelled until AHS lifts restrictions, we have been able to offer several online Webinars, and will continue these in 2020, as well as into 2021. We heard from those that are unable to make it to a seminar in person, that this was a great idea. We were also able to postpone our golf tournament until September 18, 2020 – Fingers Crossed. We will keep all of you updated.

## SO WHAT ELSE IS HAPPENING AT ARLA'S OFFICE?

- We are staying apprised of the Proposed Waste Management Strategy and how it affects our landlords.
- We are always looking for ways we can assist the members and be heard to improve the Residential Rental Industry. If you have any issues that you want to share, please let us know and we will do our best to make sure we are heard.
- We are looking for ideas that you may have for Webinars, Seminars, and Luncheon Speakers. If you know of anyone that does educational seminars or presentations, please let us know. If you are able to do an online webinar or seminar, on a topic of interest to the membership, please let us know.
- We continue to prospect new members. Your support helps our membership grow and in turn your business will grow!! If you know of anyone who is

in the Residential Rental Industry – 1 unit or 500+ units, they need to be part of our Association. If you know of a service provider that wants to grow their business, they need to be part of ARLA too. Referrals are great!

We heard from many of you that our daily broadcasts provided good information. We also heard that the reminders that we included were also helpful.

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

I can't help but remember what the Queen said: “We will be with our friends again. We will be with our families again. We will meet again.”

For now, please stay safe.

## COVID-19 INFORMATION

# OPEN FOR BUSINESS AND KEEPING ALBERTANS SAFE

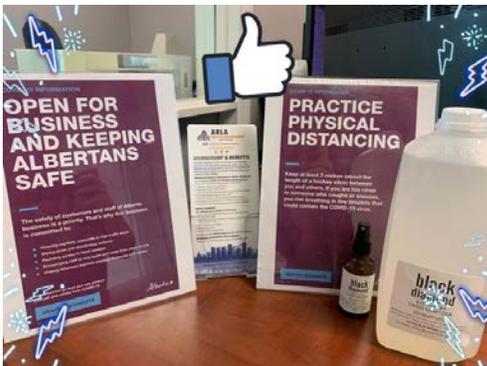
The safety of customers and staff of Alberta business is a priority. That's why this business is committed to:

- Cleaning regularly, especially in high traffic areas
- Wiping down and disinfecting surfaces
- Providing access to hand sanitizer
- Encouraging staff to stay home and away from others if sick
- Helping Albertans maintain physical distancing of 2 metres
- Having staff wear a face mask, where possible

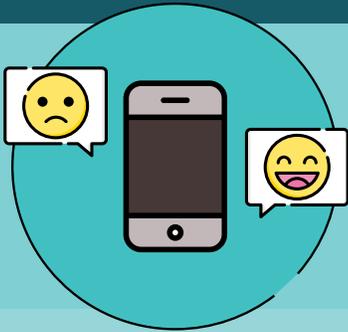
## STAY INFORMED

[alberta.ca/covid19](https://alberta.ca/covid19)

Alberta



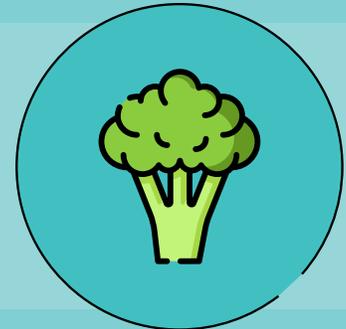
# Coping with stress during the 2019-nCoV outbreak



It is normal to feel sad, stressed, confused, scared or angry during a crisis.

Talking to people you trust can help. Contact your friends and family.

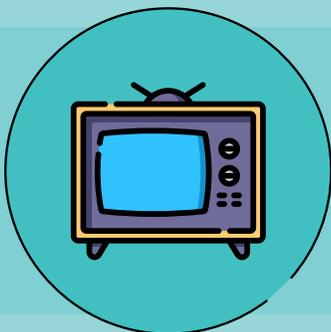
If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.



Don't use smoking, alcohol or other drugs to deal with your emotions.

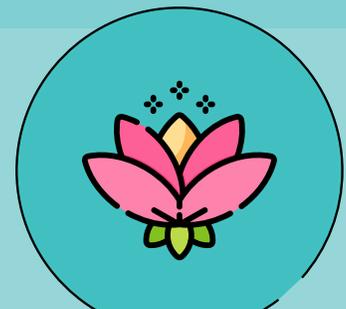
If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.



Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.





# Rental Gazette Legal Corner: Legal Rights & Tenancies in Alberta

BY HEIDI BESUIJEN, REYNOLDS MIRTH RICHARDS & FARMER LLP

In my experience, most landlords in Alberta have an understanding that they are subject to human rights legislation (in Alberta, the Alberta Human Rights Act, RSA 2000, c A-25.5)(the “Act”). What this means and how it impacts landlords, however, is less well understood. This article aims to provide you with the basics to understand your obligations as a landlord.

The starting point is that the Act is known as “quasi-constitutional” meaning it will be construed with greater importance than other statutes which do not have that status (such as the Residential Tenancies Act). This signals the importance afforded to these rights and landlords are encouraged to take them seriously and consider them carefully.

Section 5 of the Act addresses discrimination in tenancies. It prohibits landlords from either:

- Denying the right to occupy a unit otherwise represented as being available for occupancy; or
- Discriminating on the basis of any term or condition in a

tenancy on the basis of a person’s (or class of persons’) race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.

Some of these will be obvious to us as instances of discrimination. For example, a landlord cannot advertise a rental to be available to members of their faith only because this would discriminate against any person who has a faith other than the landlord’s. This is an obvious example. What might be less obvious is an advertisement seeking female tenants only or married tenants only. Both of these would run afoul of the Act. Another example is that a landlord cannot deny a person a lease on the basis that the person receives income from a government program. Nor can the landlord change the terms of the lease that they would offer to a person who receives income from a government program.

The issue does not always arise in regard to a new tenancy. It may be that a person experiences a change

of circumstances which would cause them to need an accommodation from the landlord. An example might be a tenant who when they moved in did not require a service animal but overtime the need arises. In such a case if, for example, the premises was operated as pet free, the landlord will need to work with the tenant to accommodate the need for a service animal to the point of undue hardship. Undue hardship is something that always relates to the specific circumstances of a situation and landlords are encouraged to seek legal assistance in order to ensure they are meeting their obligations in that regard. One example of a limit to accommodation might be that a tenant is permitted to have a service animal but needs to take steps to limit allergens relating to the animal in light of another tenant in a neighbouring unit who has severe allergies.

This is a bird’s eye view of human rights and tenancies in Alberta. Further resources can be found at the website of the Alberta Human Rights Commission which publishes a number of information sheets to assist the public in understanding human rights.

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

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

**Are you dissatisfied with your current management company?**



**rentulm.ca**



**urbanlife**  
management ltd.

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

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

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

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



# ARLA

Alberta Residential Landlord  
ASSOCIATION

*The Voice of the Residential Rental Industry*

## ALBERTA RESIDENTIAL LANDLORD ASSOCIATION MISSION, VISION AND VALUES 2020

### OUR MISSION

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

### OUR VISION

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

### OUR VALUES

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

*The Voice of the Residential Rental Industry*



## *New Members!*

- 1894904 AB
- Alexandre Vo
- Alta/Pro Realty
- Atco Energy
- Avenue Living Asset Management
- Catalyst Condo Management Ltd.
- Cotton Rentals
- Davies Management & Realty Ltd.
- Davpo Enterprises
- Delta Valley
- Durabuilt Windows
- Entuitive
- Excel Sheppard Insurance
- Gary Clarke
- Greg Pretzlaff
- Intralink Solutions
- James Lakinn
- Joshua Gandy
- Karlen Elecom
- Kone Elevators
- Laura Grafton
- Lowe's Group Rona
- Mackenzie Lees
- Bruce & Marie Maclean
- McKinley Heating and Air Conditioning
- Nikone Sihpanyaxa
- ONE Property Management Limited
- Rapid Response Industrial Group Ltd.
- Speciale Homes Inc.
- Subhash Lele
- Timbercreek Properties
- Torlys Smart Floors
- Wanda Moody
- Weiss-Johnson Sheet Metal
- Zader Rentals



## TREE OF KNOWLEDGE (TOK) LTD.

Engineering & Consulting Services



- Reserve Fund / Building Envelope Studies
- Foundational / Parkade Issues
- Leak / Drainage Issues
- HVAC (All Manner of Ventilation)
- Troubleshooting

Practical and Valuable Services You Can Trust

780-434-2376 / tokengineering.com



Alberta Elevating Devices  
& Amusement Rides  
Safety Association

Permits  
Inspections  
Code Compliance  
[www.aedarsa.com](http://www.aedarsa.com)



# Shared Accommodation Problems: What Can a Landlord Do?

BY JUDY FENG, CENTRE FOR PUBLIC LEGAL EDUCATION ALBERTA

We have been getting more questions lately about shared accommodation problems. There are two living arrangements that typically fall under the term shared accommodation: roommates living together in a rental property and a landlord and tenant(s) sharing living space (for example, a kitchen, bathroom or living room). We regularly receive questions about the following issues:

- I share a house with my landlord but I can't stand living with him/her anymore! How do I break my lease?
- I'm renting out a room in my home to a tenant and he/she is not paying rent! What can I do?
- My roommate is constantly throwing crazy parties at our place. Can I evict him/her?

Unfortunately, landlords living in a shared accommodation situation fall into a grey area of the law. Let me explain.

In Alberta, the Residential Tenancies Act (RTA) applies to most landlords and tenants in Alberta. Under the RTA, landlords and tenants have certain rights and responsibilities (<http://www.landlordandtenant.org/responsibilities/>). The RTA also outlines the basic rules for things like security deposits, evictions, and ending leases. Under the RTA, landlords and tenants can turn to the Residential Tenancy Dispute Resolution Service (RTDRS) when they have a problem (<http://www.landlordandtenant.org/dispute-resolution/>).

However, the RTA does not apply to shared accommodation situations where the landlord and tenant are living together. For example, under the RTA, if a landlord serves an eviction notice to a tenant for non-payment of rent, the landlord must give the tenant at least 14-day notice. On the other hand, if a tenant is living with their landlord and did not pay rent, the landlord does not have a legal obligation under the RTA to give 14-day notice. That said, it is

good practice for the landlord to provide reasonable written notice to evict a tenant in a shared accommodation situation.

The RTA also does not cover issues that arise between roommates. For example, there is no legislated eviction procedure through which one roommate could evict the other. For some more examples of other problems that may arise in shared accommodation situations, you should check out our "Living with your Landlord" article (<http://www.lawnow.org/living-with-your-landlord/>).

There is a common impression that the Innkeepers Act applies to a shared accommodation situation. The Innkeepers Act only applies to hotels, motels, and other places that provide lodging to guests (for example, a bed and breakfast). The Innkeepers Act does not apply to tenants renting a room in a landlord's home – unless the landlord meets all of

CONTINUED PG 13

**AYRE & OXFORD INC.**  
PROFESSIONAL REAL ESTATE MANAGEMENT  
ACCREDITED MANAGEMENT ORGANIZATION  
CELEBRATING 25 YEARS  
1995 - 2020

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

**CONTACTS:**  
Vice President (Residential)  
Paul A. Jones CPM®, ACM, Associate, Partner  
[paul1@ayreoxford.com](mailto:paul1@ayreoxford.com)

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

President / Broker  
Rose M. Evans, AMO®, Executive CPM®, ARM®, ACM, Broker, Partner  
[roseevans@ayreoxford.com](mailto:roseevans@ayreoxford.com)

Or fill out our Request for Proposal on line @ [www.ayreoxford.com](http://www.ayreoxford.com)

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

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

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

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

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

**AYRE & OXFORD INC.**  
#203, 13455 – 114 Avenue  
Edmonton, Alberta T5M 2E2  
Phone (780) 448-4984  
Fax: (780) 448-7297  
[www.ayreoxford.com](http://www.ayreoxford.com)  
An Accredited Management Organization®(AMO®)

## FOR WINDOW & DOOR REPLACEMENT

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

**ALL WEATHER WINDOWS RENOVATIONS**

**1-800-639-8846 | [awwreno.ca](http://awwreno.ca)**

Platinum member

Window & Door Installer Certification

000217.10.25.18

# Continued From Page 12

the rules under the Act (for example, posting liability signs in the office and in every bedroom).

Since landlords and tenants living in shared accommodation are not covered by the RTA, they do not have the option of resolving their dispute through RTDRS. So, what can you do as a landlord living in shared accommodation if you are having problems with your tenant?

You can minimize disputes in the first place by having a written agreement outlining the rights and responsibilities of you and your tenant (see our Sample Living with Your Landlord Agreement). For more information, go to our website: <http://www.landlordandtenant.org/roommates-and-subletting/>.

If a dispute arises in a shared accommodation situation, the first step should be to communicate concerns to the tenant and to try to reach a resolution. It is a good idea to write down your concerns and give it to the tenant in writing in case there are problems in the future. If an agreement is reached to resolve a dispute, make sure it is in writing and signed by everyone.

If you cannot resolve a dispute with your tenant, then you may wish to go to mediation or Provincial Court.

Mediation is an informal, confidential, and private process that helps people work out their problems and come to a solution with the help of a neutral third party (the mediator).

Provincial Court is available for landlords to apply for a remedy of up to \$50,000. You must fill out certain forms, file them, and serve them on the tenant. The tenant then has a chance to respond, and a trial date will be set. Sometimes the Court will schedule a mediation session with a mediator or a pre-trial conference with a judge so that you can have a chance to reach a resolution before trial.

While mediation and Provincial Court do not require a lawyer, you should consider seeking legal advice before proceeding with either option.

For more information on dispute resolution, go to our website: <http://www.landlordandtenant.org/dispute-resolution/>

For more information on where to get legal advice, go to our website: <http://www.landlordandtenant.org/resources/>

For more information on Mediation or Provincial Court:

Mediation: <https://albertacourts.ca/resolution-and-court-administration-serv/mediation-programs>

Provincial Court: <https://albertacourts.ca/provincial-court/civil-small-claims-court>

*Judy Feng, BCom, JD, is a staff lawyer at the Centre for Public Legal Education Alberta. She can be reached at [info@cplea.ca](mailto:info@cplea.ca)*



**Window Repairs & Replacements**  
**Screen Manufacture & Repairs**



**ALL REACH GLASS**  
SERVICES INC.

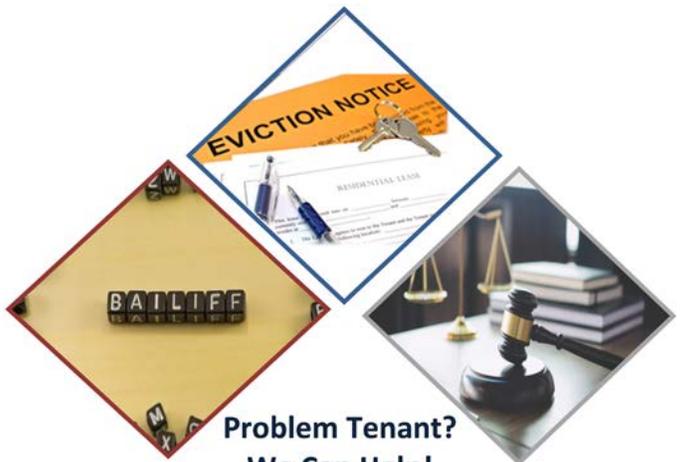
- ◆ Window & Patio Door Restorations
- ◆ Window, Door & Hardware Replacements
- ◆ Weatherstripping & Caulking
- ◆ Window Replacement Projects
- ◆ Sealed Unit Replacements
- ◆ Interior Glass & Mirror Installations
- ◆ Swing Stage / Man Lift Glass Service
- ◆ 24 Hr Emergency Service to Account Customers



**(780) 483 9561**  
[www.allreachglass.com](http://www.allreachglass.com)



*Window & Door Specialists*



**Problem Tenant?**  
**We Can Help!**

**Alberta's Premier Eviction Experts**

Preparation and Service of Notices \$140.00 (incl gst)  
RTDRS Representation/Obtain Court Order \$471.32 (incl gst)  
Bailiff Enforcement of Eviction Orders \$472.50 (incl gst)  
Prices Reflect ARLA Member Rates for In-Town Service  
In-Town Enforcement Includes up to 2 hours Bailiff Time



[www.ccebailiff.ca](http://www.ccebailiff.ca) (780) 448-5833 RTPS@ccebailiff.ca

# Ask a Contractor:

## Simple Steps to Control Mold Buildup in Suites

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

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

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

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

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



## Advertising Opportunities

### The Rental Gazette Newsletter

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

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

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

It's a no brainer.

Submetered tenants use less energy.  
And they trust our bills.

**solution 105**  
making sense of energy

780.429.4774  
www.solution105.com

LOCAL • NATIONAL • INTERNATIONAL

# SERV-IT

Bailiff • Process • Tenant Default

Our "Three Step Hassle Free Eviction Process"

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

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

Contact us today! Our advice is always free!  
(780) 424-9020 tds.servit@shawbiz.ca



A refreshingly **simple**  
way to manage your  
properties

Property management software for smaller portfolios

Multifamily | Commercial | Mixed Portfolios

**YardiBreeze.ca | 888.569.2734**



## *ARLA's Golf Classic Tournament*

### **Save the Date - Postponed**

Friday, September 18, 2020

Sturgeon Valley Golf & Country Club



**christensen & mclean  
roofing co.**

*Since 1958*

**60 YEARS STRONG**

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

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

# Normal Wear and Tear from Tenant Damage

We often get asked how do you define Normal Wear and Tear from Tenant Damage. This chart gives a few examples that may help:

## Ordinary Wear and Tear: Landlord's Responsibility

## Damage or Excessive Filth: Tenant's Responsibility

Curtains faded by the sun	Cigarette burns in curtains or carpets
Linoleum stains caused by shower spray	Broken tiles in bathroom
Minor marks on or nicks in wall	Large marks on or holes in wall
Dents in the wall where a door handle bumped it	Door off its hinges
Moderate dirt or spotting on carpet	Rips in carpet or urine stains from pets
A few small tack or nail holes in wall	Lots of picture holes or gouges in walls that require patching as well as repainting
A rug worn thin by normal use	Stains in rug caused by a leaking fish tank
Worn gaskets on refrigerator doors	Broken refrigerator shelf
Faded paint on bedroom wall	Water damage on wall from hanging plants
Dark patches of ingrained soil on hardwood floors that have lost their finish and have been worn down to bare wood	Water stains on wood floors and windowsills caused by windows being left open during rainstorms
Warped cabinet doors that won't close	Sticky cabinets and interiors
Stains on old porcelain fixtures that have lost their protective coating	Grime-coated bathtub and toilet
Moderately dirty mini blinds	Missing mini blinds
Bathroom mirror beginning to "de-silver" (black spots)	Mirrors caked with lipstick and makeup
Clothes dryer that delivers cold air because the thermostat has given out	Dryer that won't turn at all because it's been over-loaded
Toilet flushes inadequately because mineral deposits have clogged the jets	Toilet won't flush properly because it's stopped up with a diaper

**YOUR AD**  
*Could Be Here!*

**ARLA**



**Alberta Residential Landlord  
ASSOCIATION**

*The Voice of the Residential Rental Industry*

[www.albertal landlord.org](http://www.albertal landlord.org)



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



**LYDALE®**

Disaster Clean-up & Construction Services

Saskatoon • Regina • Edmonton • Calgary



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



**LYDALE®**

[www.lydale.com](http://www.lydale.com)

SASKATOON, SK  
**306-934-6116**

REGINA, SK  
**306-751-4868**

EDMONTON, AB  
**780-822-1200**

CALGARY, AB  
**403-571-1200**

# Unlock your rental potential



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

**4Rent.ca**

APARTMENT RENTALS SIMPLIFIED – NATIONWIDE

**CAROLYN PORTEOUS** | [CAROLYN@MEDIAClassified.ca](mailto:CAROLYN@MEDIAClassified.ca) | 780.984.4902

Thursday, January 23	<b>Educational Seminar &amp; General Meeting Luncheon</b>  Seminar: Occupational Health & Safety – Putting the H back into OHS  Luncheon: Property Management Minor presented by Wanda Costen, Dean & Professor of Grant MacEwan University
Thursday, February 13	<b>Educational Seminar</b>  Mold, Asbestos, Fentanyl – what you need to know
Thursday, February 27	<b>25<sup>th</sup> Anniversary Celebration</b>
Thursday, March 19	<b>Educational Seminar &amp; General Meeting Luncheon</b>  <b>Cancelled</b>  Seminar: Social Media & You presented by YEG TweetUp  Luncheon: Edmonton’s Economic Outlook presented by Felicia Mutheardy, City of Edmonton
Thursday, April 16	<b>Landlord Resource Trade Show</b>  <b>Cancelled</b>
Thursday, May 21	<b>Educational Seminar &amp; General Meeting Luncheon</b>  <b>Cancelled</b>  Seminar: Professional & Personal Safety Strategies presented by AEM Risk & Security Consulting Ltd.  Lunch: Fire Safety and Your Buildings presented by Dennis Friedel, Assistant Fire Marshall, City of Edmonton
Thursday, June 26	<b>ARLA’s Golf Tournament</b>  <b>Postponed to Sept 18<sup>th</sup></b>
Thursday, July 16	<b>Member Appreciation BBQ</b>  <b>Cancelled</b>
Thursday, September 17	<b>Educational Seminar &amp; General Meeting Luncheon</b>  <b>Cancelled</b>  Seminar: Sustainability – Making existing buildings more sustainable presented by EcoAmmo Sustainable Consulting Inc.  Luncheon: TBD
Thursday, October 15	<b>Educational Seminar &amp; General Meeting Luncheon</b>  Seminar: TBD  Luncheon: TBD
Friday, November 20	<b>AGM &amp; Christmas Luncheon</b>
Friday, December 4	<b>ARLA’s 2<sup>nd</sup> Annual Jingle &amp; Mingle</b>

# Service Member Directory

4Rent.ca	leo@mediaclassified.ca	866-448-4223
Abalon Construction	solutions@abalonconstruction.com	780-935-2777
AEDARSA	gord.pattison@aedarsa.com	780-448-0184
Affinity Credit Solutions	brian.summerfelt@affinitycredit.ca	780-428-1463
Alarm Tel	darryld@alarmtel.ca	780-850-4525
Alberta Facility Management	tennis@albertafm.ca	780-660-7338
Alberta Roofing Contractors Association	krutherford@ARCAonline.ca	403-250-7055
All Reach Glass Services Inc.	badams@allreachglass.com	780-483-9561
All Weather Windows	efradsham@allweatherwindows.com	780-915-6120
Amptec Fire & Security	jerry@amptec.ca	780-426-7878
Amre Supply	rachael.bosch@amresupply.com	780-426-2673
Arbor Tech Utility Services Ltd	info@arbortechservices.ca	1-888-660-4440
Atco Energy	jeff.kolbuc@atco.com	780-420-3473
Boyle Street Ventures Inc	jreiniger@boylestreet.org	780-426-0500
Butler Plumbing Heating & Gas Fitting	kevin.korte@butlerplumbing.ca	780-432-3947
Capitall Exterior Solutions	craighatt@capitall.ca	780-757-3930
Catalyst Condo Management Ltd.	support@catalystcondos.com	1-844-902-6636
Cedar Tree Flooring Inc.	info@cedartreeflooring.ca	780-935-6643
Centimark Roofing Ltd.	paul.penney@centimark.com	780-482-7663
Certified Professional Contracting & Floo	info@certifiedpro.ca	780-452-6293
Christensen & McLean Roofing Co.Ltd.	phil@cmroofing.ca	780-447-1672
CL Painting Inc	cl.painting@yahoo.ca	403-460-4240
Cloverdale Paint Inc.	bhonecker@cloverdalepaint.com	604-551-8083
Coinamatic Canada Inc.	dan.posa@phelps.ca	780-786-8388
Colliers Macaulay Nicolls Inc.	perry.gereluk@colliers.com	780-969-2979
Consolidated Civil Enforcement Inc.	sabrinaw@cceballiff.ca	780-237-9068
Cushman & Wakefield Edmonton	raphael.yau@cwedm.com	780-917-8326
CVG Canadian Valuation Group Ltd	cvg@canadianvaluation.com	780-421-4200
Dalwing Roof Consulting Ltd.	jsharp@dalwing.com	780-993-1323
Danewood Investments (FIREAVERT)	terrancedmartin@gmail.com	780-952-8549
Davey Tree Expert Company of Canada	kevin.cassells@davey.com	780-433-8733
Davpo Enterprises	davpo.dianne@gmail.com	780-966-0525
Delta Valley Landscaping and Lawn Service	luke@deltavalley.ca	780-886-0873
DKI Sparklean Group Ltd.	alison@sparkleanrestoration.ca	780-460-0623
DSC Construction Inc	nishal@dsc-construction.ca	780-459-0931
Durabuilt Windows	cheryl@durabuiltwindows.com	780-455-0440
Ecopest Inc.	sameer@ecopest.ca	780-448-2661
Edmonton Eviction Services	don@edmontonevictionservices.com	780-974-8427
Edmonton Exterminators Ltd.	edextern@telusplanet.net	780-466-8535
Enercare Home and Commercial Services	Warren.Kuchta@enercare.ca	780-884-2742
Entuitive	brian.shedden@entuitive.com	780-902-9119
Excel Sheppard Insurance Service	daniel@sheppardinsurance.com	780-915-2000
four elements Electric LTD.	shawn@four-elements.ca	780-850-0166
Gerald Tostowaryk Century 21 Urban Realty	gerald.tostowaryk@century21.ca	780-887-3709
Great Canadian	hishamh@greatcanadian.ca	780-554-1176
Hub International	kelly.bardlay@hubinternational.com	780-453-8415
Hydro-Flo Plumbing and Heating Ltd.	james@hydro-flo.ca	780-203-2230
Infinite Plumbing Heating & Drain	infiniteplumbing@live.com	780-782-4441
Iron Shield Roofing	cory@ironshieldroofing.com	780-758-7663
Karlen-Elecom	mark@elecom.ca	780-453-1362
KMS Plumbing	info@kmsplumbingyeg.com	587-340-4059
Kone Elevators	philippe.petit@kone.com	780-452-9227
Locnest Holding Inc.	jeremy@locnest.com	403-818-5332
Lowe's Group Rona	Don.Damley@Rona.ca	403-464-0620
Lydale Construction (Edmonton) LTD.	lbooth@lydale.com	780-443-8851
My Group Insurance Broker	Kathleen.Corkum@mygroup.ca	587-337-4116
Nelro Services Ltd.	trevor@nelro.com	780-454-4838
OAB Reliable Carpet Care Inc.	oabcarpetcare@live.ca	780-720-2007
Orkin/PCO Services Corp.	tbarradough@orkincanada.com	780-483-3070
OSCO Mudjacking & Shotcreting Ltd.	accounts@oscomudjacking.com	780-469-1234
Payment Quality Consulting Ltd.	darrickpayment@me.com	780-293-1269
Peak Hydronics Corporation	brad@peakhydronics.ca	780-918-6696
Peak Sewer & Underground Services Ltd.	brad@peaksewer.ca	780-918-6696
Rapid Response Industrial Group Ltd.	info@rapidresponseind.com	780-996-6566
RE/MAX Commerical Capital Property Mgmt.	pri@rcppm.ca	587-525-8900
Rent Check Corporation	bjmaxwell@rentcheck.ca	416-365-7060 ext. 221
Rentals.ca	genevieve@rentals.ca	416-857-4914
RentBoard Canada Inc.	info@rentboard.ca	403-347-7388
Rentokil Steritech Pest Control	doug.wadlow@rentokil.com	780-907-9680
Reynolds Mirth Richards & Farmer LLP	emirth@rmf.com	780-425-9510

Screen Savers Inc.	aboutin@screen-savers-plus.com	780-818-6911
Serv-It Process & Bailiff Services	tds.servit@shawbiz.ca	780-424-9020
Servpro of Edmonton Southside	dlumley@servproedmonton.com	780-224-6075
Smart Fix Asphalt Infrared Repair LTD	jeff@smartfixasphalt.ca	780-488-9688
Solution 105 Consulting Ltd.	timinski@solution105.com	780-429-4774
Speedy Glass	rfullbrook@belroncanada.com	780-437-6548
Storm Appliance Inc.	riley@stormappliance.com	587-926-6905
Strata Electrical Contracting Inc.	janene@strataelectrical.com	780-893-3902
Telus Communications Inc.	pauline.phillip@telus.com	780-444-7733
Trail Appliances Ltd./Commercial Laundry	tmoulding@trail-appliances.com	780-434-9414
Treasures Insurance & Risk Management Inc	karen.mccracken@excelrisk.ca	780-452-4405
Tree of Knowledge (TOK) Engineering Ltd.	mabankey.tok@shaw.ca	780-434-2376
Trusty Tree Services	info@trustytree.ca	780-860-5500
Weiss-Johnson Sheet Metal	marcus.krampitz@weiss-johnson.com	780-463-3096
Westview Village	ggiglak@lautrectd.com	
Yardi Canada Ltd.	Amanda.Moreira@Yardi.Com	1-800-866-1144
Zipsure.ca	korkum@zipsure.ca	902-434-8734



**ARLA**  
Alberta Residential Landlord  
ASSOCIATION

*The Voice of the Residential Rental Industry*

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

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

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

**Please visit [www.albertal landlord.org](http://www.albertal landlord.org) for more information.**

*The Voice of the Residential Rental Industry*

