



THE Rental gazette



COVID-19 Vaccines in the Workplace

BY LAUREN CHALATURNYK, ASSOCIATE, RMRF

This is a recirculation of an article originally published on RMRF.com in January 2021, just as broader COVID-19 vaccinations were being announced.

Please note that the article below discusses vaccines in the workplace in the context of the employer/employee relationship. It does not discuss vaccines in the context of residential buildings. If you require specific legal advice about your situation, contact the author.

As the COVID-19 vaccine begins to roll out across Alberta, employers may be wondering how vaccinations will be managed in the workplace.

While this is a new issue that has yet to be tested in the courts or tribunals, there are guiding principles that employers should keep in mind when considering how to implement a vaccination policy in their workplace.

Because COVID-19 presents such a serious health risk, employers must ensure that they are providing a safe and healthy work environment in accordance with their obligations under the Occupational Health and Safety Act.

To date, this has included measures such as increased PPE in the workplace, physical barriers, and physical distancing measures.

However, with the introduction of vaccines, health and safety obligations must be balanced with an employee's reasonable expectation of privacy and their rights under the Alberta Human Rights Act. Making a vaccine mandatory for employees is a significant invasion of their bodily autonomy and employers must remain mindful of that fact.

In determining how to manage vaccines in the workplace, employers should consider the following:

1. Any vaccination requirement should be clearly set out in a policy. We recommend that employers start considering what this policy should look like now, so that it is ready and employees have received plenty of notice before vaccines are available to the general public in late 2021.
2. Employers can make vaccines mandatory but must

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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.*

The Voice of the Residential Rental Industry



President's Message

BY DAN POSA,
ARLA PRESIDENT 2021

Hello to all our great Members! Its great to finally be moving into summer and hopefully some beautiful weather. I have already put in a couple thousand kilometers on my bike, given that there is not much else I can do! I have heard you can't even buy a bike in Edmonton right now! I am hoping that all of you have had an opportunity to discover and enjoy a new or existing passion during this difficult period.

This has been a difficult time for most of us and I hope we have been keeping you informed and up to date on everything that has been happening as it relates to the pandemic. During this time, I have done some reflecting on what's important and what really can wait. I am confident that as this pandemic lifts, the provincial economy will begin to recover, unemployment will drop, and vacancy will decrease.

The board of directors has not met in person, but we have been meeting virtually, and like you, we are getting a bit tired of seeing people through a virtual platform. The board is hopeful that in person events are once again the norm for our association. Until then, we shall keep zooming!

We continue our efforts with the City of Edmonton on the waste removal issue. As you know, it is clear that multi-family owners are overpaying for waste removal services. A tremendous behind the scenes effort has gone into presenting our case to council; and, it has been challenging given that there is a municipal election this October. Big changes are unlikely to happen until after the election. We are preparing a questionnaire for the candidates running for Mayor and Council and will share that information as we receive it.

ARLA always wants to hear from you – do you have an issue or a concern? If so, we will look into it and work for a resolution wherever possible. Email us to let us know your thoughts and concerns.

We are planning events now for September, and are hopeful our member appreciation BBQ on August 6 will be a go.

Thank you all for your continued support of ARLA. We appreciate our members!

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Editor's Message

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

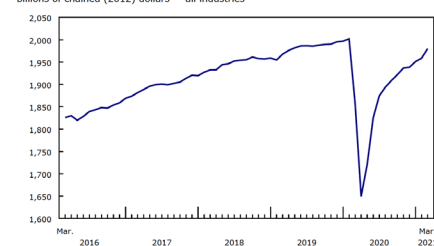
Market Update Summer 2021

Summer is upon us, and the economy is starting to re-open (again). Hopefully, vaccination levels keep increasing and this will be the last re-opening of the economy and businesses for our lifetimes.

Edmonton's recovery is still an uphill road as April's unemployment rate while down 0.7% from March, sits at 10.5%, which is the highest of major cities across Canada. The Alberta government announced a \$370M "Jobs Now" program paying 25% of the wages of new hires, for one year, with conditions.

While some commercial sectors like multifamily and industrial have been steady, the retail and office sectors are starting to show more positive signs with increased activity on both fronts.

Real gross domestic product grows in March
billions of chained (2012) dollars — all industries



Real gross domestic product (GDP) grew 1.1% in March, following 0.4% growth in February. This 11th consecutive monthly increase continued to offset the steepest drops in Canadian economic activity on record observed in March and April 2020. However, total economic activity was about 1% below the level observed in February 2020, before the COVID-19 pandemic.

Unemployment and job losses are a big factor in why Alberta specifically has not recovered as quickly as some of our neighbouring Provinces. In March 2021,

the number of jobs in Alberta was close to 7% below its pre-COVID level which is the lowest recovery of any province. The oil and gas industry are a key factor in this as the sector was \$85 million lower in March of 2021 the year before. When you add the cancellation of the Keystone XL Pipeline by TC Energy, the sector is yet hit again with disappointing news.

It is not all bad news as the Federal, Provincial, and local government announced an agreement with Air Products Canada to build a \$1.3 billion hydrogen plant being built near Edmonton on Refinery Row. This is due to our supply of Natural Gas and if built could be up and running by 2024. ATB is also raising its outlook for Alberta as higher than anticipated oil prices, rising vaccination rates and a strong recovery south of the border should get Alberta's GSP growth to grow by up to 5%. This is up from a previous forecast of 4.1%. Retail sales have also bounced back in Alberta, and when international tourism is allowed again, should really bolster the economy. The report stated it will likely take until 2023 for Alberta to regain the ground it lost.

Hopefully with vaccinations 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. I look forward to seeing you all at our Annual Golf Tournament in September. 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 can get outside and enjoy our beautiful summers.

Source: Cushman & Wakefield Edmonton Research, Statistics Canada, ATB Financial



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Executive Director Report Summer 2021

BY DONNA MONKHOUSE, EXECUTIVE DIRECTOR

WELCOME TO THE SUMMER 2021 RENTAL GAZETTE

Well, here we go! It's Summer, things are opening, we are well underway in planning in person events and the world is slowly returning to some form of normal. There is a light at the end of this dark tunnel, I am hopeful and anxious for that to happen.

I got my first vaccination in March, yes, I was old enough to fit into that category – the AstraZeneca, and I did not grow a tail, I cannot speak another language and I cannot play the piano. All these things I thought might happen – such a disappointment, however, I was very glad I had that vaccine when a close contact of mine got covid. It does not make me invincible, but it makes me feel a lot safer.

I talked last time about being a HUGGER – going into in person events – are you going to be a fist bumper – a hugger – a cheek kisser or a handshaker?

We secured many great new members throughout 2020 and even more in 2021. This is great news for our Association – everyone benefits from Networking and building those relationships.

Please don't forget to refer your service providers, Property Managers, friends, Landlords of one unit or more, suppliers, trades, or anyone else that you know would benefit from becoming a member of ARLA.

If you refer a new member your name will be entered into a draw for a \$100 gift card. Help us grow!

The last 6 months for ARLA have been very busy – we continued to hold Webinars and virtual general meet-

ings and plan ahead as far as we could. We continue to be involved on committees for the Minister of Housing Committee; Safety Codes Council; and ARTAC.

We held several great Webinars over the last 6 months – RTA Fundamentals is one we are going to continue offering 3 times a year – these are also open to non-members. In March we had EPS do a presentation on Safety and Security which had some great information for our members; In April Chrystal Skead presented Effective Documentation and Fair housing which is always a full house and well received; June brought Budgets and Financials, perfect timing for Budget Season; and we have a new one to ARLA coming up on Applied Turnover Documentation – Move In's / Out's.

We are having our Golf Tournament in September in the hopes that we will be able to have our tournament like we know it, just better. We will gather in October for a networking lunch and we will be holding our AGM in November. If we can Jingle & Mingle in December, we will plan that event as well. We are willing and ready to resume in person events.

We continue to advocate for the Multifamily industry to gain control of their waste removal from the City of Edmonton and allow us to hire their own contractor. I represented our membership now at several Council Meetings and have done numerous letters to all council along with Infographics and information they need to make an educated decision. They are collecting millions of dollars annually from our membership for a service that we could secure from the private sector for 1/3 of the cost. We will keep fighting to get this

service back in your control.

We continue our talks with the Superintendent of Insurance and the Insurance Bureau of Canada about the increasing costs for the Multi Family Industry and will continue to advocate on this issue.

We are always looking for ways we can assist the members and be heard to improve the Residential Rental Industry. If you have any issues that you want to share or would like help with, please let us know and we will do our best to help resolve them.

We would like to thank those members that sponsored our Webinars and General meetings and of course our website!

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

For now, please Stay Safe.

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Continued From Cover

provide for some exemptions or exceptions where an employee cannot receive the vaccine on the basis of a protected ground in the Alberta Human Rights Act (i.e. disability). Exemptions might include unpaid leaves of absence, alternative work arrangements such as working from home, or provision of additional PPE for workers who cannot be vaccinated.

3. Employers should consider the nature of their workplace and whether mandatory vaccinations are necessary to achieve their obligations under the Occupational Health and Safety Act. If there are less invasive options that still meet those obligations, those should be considered before making vaccination mandatory.
4. The steps an employer can take when an employee refuses to get vaccinated will depend on why the employee has refused to be vaccinated. In almost all cases, termination should be avoided.
5. Employees can be required to provide medical information in relation to vaccinations or refusals to be vaccinated. However, any medical information collected by an employer is subject to strict requirements under privacy legislation and should be carefully collected and managed.

6. If an employer has made vaccination mandatory in the workplace and an employee suffers an adverse reaction to the COVID-19 vaccine, that employer is unlikely to be liable for that adverse reaction.

These are just some of the issues and principles that employers should take into consideration when determining how to manage COVID-19 vaccines in the workplace. While this issue is complex and ever-evolving, employers can position themselves to mitigate against many of the risks associated with vaccinations in the workplace if they start considering their policies and procedures now.

Any policy, and its implementation, should be tailored to address specific workplace circumstances, which will vary from employer to employer. Please feel free to contact any member of our employment team to address issues of specific concern in your workplace.

This post is meant to provide information only and is not intended to provide legal advice. Although every effort has been made to provide current and accurate information, changes to the law may cause the information in this post to be outdated.



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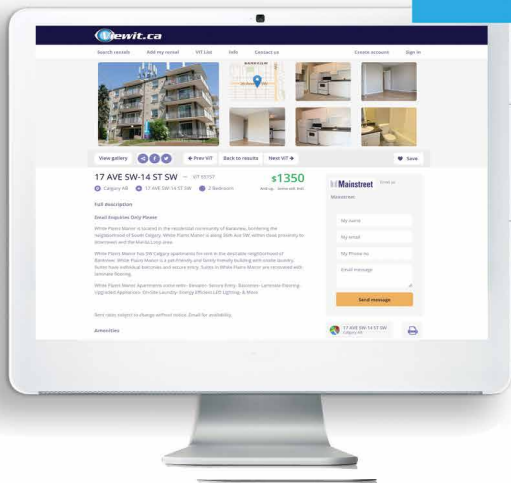
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As a property manager, your days are filled with time-consuming tasks, and on top of this, you are responsible for your tenants' safety and wellbeing across the multiple properties you manage. When an emergency strikes, having a quick and efficient course of action to reduce the severity of the impact can protect tenants' lives, belongings, and your property.

When managing multiple properties, it can be difficult to mitigate against every major liability at each location – whether it's a fire, smoke damage, intrusion, theft, or water damage. However, a professional security monitoring and automation system can provide a simple solution to improve property and resident outcomes. For example, in the event of a fire or break-in at your property, a custom security system can send an emergency signal, via a dedicated cellular connection, to a monitoring station staffed 24/7 with certified security analysts. They'll quickly assess

the situation and dispatch your local law enforcement or fire department.

You can even send an emergency signal to your monitoring station from your phone if your tenants are in danger, so everyone will be kept safe while help is on the way. There are a number of ways security and automation can help you manage the safety of residents seamlessly and avoid costly disasters.

Real-time alerts from fire and smoke detectors, water leak detection, as well as camera and motion sensors, will remove the stress of risk management from the equation. You can get back to efficiently managing multiple properties with the peace of mind that emergencies can be managed in real-time to prevent the worst-case scenario for you and your tenants.

Automatic alerts from fire and smoke detectors save lives.

If you or your tenants are away from the property during an unexpected emergency, automatic alert emergency services bring peace of mind for everyone. Check if your system is certified with Underwriters Laboratories of Canada (ULC), which certifies protection with the highest standards in security monitoring and lowest response times.

Your tenants can feel at ease knowing that their home, family, and valuables are important and will be protected regardless of their whereabouts.

No more sky-high bills from water damage.

The unfortunate reality is that water damage from burst pipes, drips, and leaky appliances are all too common and very costly. The long-term financial stress and hassle of fixing damaged units can become all-consuming for property owners and managers, taking away from the other properties and

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Rental Gazette Legal Corner: Re-Rental Fee or Lease Break Penalties

BY HEIDI BESUIJEN, REYNOLDS MIRTH RICHARDS & FARMER LLP

The question of whether a landlord can charge a re-rental fee or a lease break penalty is more complex than it might first appear. This note addresses some legal information for consideration; but landlords are encouraged to seek legal advice in regard to their particular situation.

It is important to recognize as a starting point that a lease is really just a contract where the parties are limited in how they can contract due to the operation of the Residential Tenancies Act ("RTA"). Parties to a contract each agree to give something (Tenant gives the Landlord rent, Landlord gives Tenant a place to live) and to get something (Tenant gets a place to live, Landlord gets rent). There's a further component to this – time.

The importance of time varies based on the type of lease in place: fixed term or periodic.

In fixed term leases the parties also agree to a timeline, usually a year. So in those cases not only are the

landlord and tenant agreeing to a rental arrangement but they are agreeing to a rental arrangement for a specific period of time. This provides some security to the tenant in terms of knowing how long the tenant has the right to remain in the premises. It also provides some security to the landlord in knowing how long they have the right to receive rent from that tenant.

In the case of a fixed term lease, if a tenant wants to break the lease and end the tenancy early, the landlord is not required to accept. The landlord can continue to look to the tenant for rent until the end of the tenancy, subject to the duty to mitigate.¹ In this scenario, a lawyer would say that the tenant has "repudiated" the agreement and the landlord has not accepted the repudiation. The requirement to pay rent until the end of the term would be the basic measure of the landlord's "damages".

The reason the landlord can require a tenant to pay rent until the end of the term is because that was what the landlord bargained for – that was the position the

landlord expected to be in at the end of the lease. However, the landlord cannot get more than what the landlord expected to get from the lease. So, the landlord cannot get all of the rent as well as a lease break penalty or re-rental fee.

¹ The duty to mitigate means, in this context, that the landlord must find a replacement tenant. Once a replacement tenant is in place, the landlord can no longer look to the original tenant for the full rent. The duty places a positive obligation on the landlord who must actively seek a new tenant; our law will not permit a landlord to sit back and just collect rent from the original tenant without such efforts made in good faith.

Further, there is a risk that if a landlord charges a lease break fee a court would view that as the landlord's acceptance of the tenant's repudiation of the agreement. If the court did view it that way then it would conclude that the landlord and tenant agreed to break the lease

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Continued From P6

tenants who need attention. Automation and security systems will ensure water leaks are detected and an alert is immediately sent to your smartphone so you can take action and prevent excessive damage.

By installing and configuring water sensors throughout your building, the water system will recognize where each one is, enabling it to instantly pinpoint the location of a detected water leak. For ultimate control, you can have an automatic shutoff valve installed on the water line coming into your property. These devices allow the valves to be closed, shutting off your water and minimizing damage.

“Water damage as a direct result of unexpected flooding is a major issue that Property Managers face on a regular basis. Damages related to these incidents, regardless of their scale, lead to unexpected costs, displaced residents, and unnecessary waste. Our goal is to prevent as many of these incidents as possible by alerting Property Managers in real-time using innovative technology that either eliminates the risk of flooding or detects and stops a flood as it is happening,” says Erin Walker, Director of Smart Communities & New Growth Markets, TELUS.

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2021 Event Calendar

August 6, 2021	Member Appreciation BBQ
September 17, 2021	Golf Classic Tournament
October 20, 2021	Welcome back Networking Luncheon
November 19, 2021	AGM & Christmas Luncheon

***Online Webinars will be offered monthly throughout the year.**

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and that the landlord agreed to accept the lease break penalty in lieu of the potential damages. In that case the landlord would get the lease break penalty but could not also get rent to the end of the term (or to the point of mitigation).

In a periodic tenancy, the time component means much less. In that case, the landlord can only expect rent to the end of the period of time in which the landlord had a right to be given notice of termination. In most cases, periodic tenancies are month-to-month tenancies in which case the most that a landlord could look for in damages would be one month’s rent.

Another aspect of the law to keep in mind is that a penalty will always be scrutinized by the court and if it is viewed as an amount larger than an amount that is a genuine pre-estimate of damages it may not be enforced. For example, in a periodic tenancy, a penalty which exceeds one month’s rent would not likely be enforced.

The question of a re-rental fee faces similar logic. If a landlord and tenant have a fixed term tenancy and the landlord agrees that the tenant can break the lease but insists on the tenant paying a reasonable re-rental fee, that fee might be upheld. If the landlord insists on the rent until the end of the term as well as a re-rental fee then the court would not likely award such an amount. Renting out units is part of the cost of doing business for a landlord; so landlords should expect that any court reviewing such a fee will do so with a careful eye and will be quick to be critical of amounts which are not viewed as “reasonable”.

As these matters are always informed by the specific facts and circumstances of a situation, the foregoing is to be read as a primer only. Only specific legal advice from your counsel who has knowledge of your specific situation can give you guidance of how to proceed in the course of your business.

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Member Profile: Roxanne Johnson CPM®, ARM®, RPA

GREYSTONE RESIDENTIAL MANAGEMENT CORP.

• Tell us your name, title and how long you have been at Greystone, including how you came to be there?

My name is Roxanne Johnson, and I am the Vice President of Greystone Residential Management Corp. I have been with Greystone Residential since the beginning. I had been hoping for a new opportunity where I could mentor more people and truly make properties the best they can be, by fully leveraging my experience and passion for residential management. Through mutual contacts my business partner, Ron Mosher, and I found that we were looking for the same thing and started Greystone Residential to manage properties owned by Parabelle Properties.

• What unique talents do you bring to Greystone and tell us a little bit about the company, especially what you offer to your clients?

I provide Greystone Residential with 30 years of experience and knowledge of the industry. By collaborating with my team, we proved our clients with innovative ideas, solutions, and services to make their properties the best they can be. Our philosophy is to treat every property and suite we manage as if it were our own. We really depart from the one size fits all approach. Greystone Residential manages the day-to-day administration, operations and building maintenance of our clients' properties and residents' homes, through a full suite of services including Financial / Administrative Services, Resident Relations, Full Cycle Accounting, Leasing and Marketing Research, Development Management and Construction, as well as Long Term Capital Development. We have worked hard over the years to develop solid relationships with a trusted network of service providers.

• What are some of the current issues facing Edmonton's Rental Industry?

An issue facing the Edmonton Rental Industry is that it is currently a saturated market. Supply is outweighing demand. This has been brought about by a combination of many things, COVID-19 being the biggest culprit since it brought with it a near stop to immigration and low interest rates on houses. Not to mention the struggle to keep people motivated, including ourselves, when we all want is things to go back to normal.

• What are some of the most common complaints that you are hearing from tenants as people continue to spend more time at home?

Frustration with others, is the biggest complaint we have had from people, and it really is not because everyone is being annoying or intentionally bothering their neighbors. We are all frustrated with COVID and are becoming impatient waiting to live our lives free of fear and restrictions. COVID-19 has changed our culture and change is difficult, especially change this unexpected. We are helping our residents work through this change by being compassionate and understanding and in turn they are mirroring our

behavior. We are in this together after all.

• How would you compare your day-to-day work with how it looked, say, a year or two ago?

Even with a saturated market we at Greystone Residential have kept busy and we have doubled in size during the pandemic. COVID-19 has demanded out of the box thinking from us. Our team is excellent at this. We have assisted our residents and owners as we all navigate through these unprecedented times by providing support and resources. We will continue to do these things even when life is back to normal.

• How important is it to belong to a professional association to you, like ARLA?

A professional association like ARLA is highly important to any profession. They offer connections to service members, resources and education that keep its members ahead of the curve especially during economic swings.

• What is the toughest job you have ever had, and what did you learn from it?

One of the toughest jobs I ever had was early in my career when I worked for a company experiencing financial difficulty. It taught me so much because I had to do work for myself instead of calling contractors, to keep residents happy and the properties safe. It was very difficult fielding payment calls and to tell residents I could not help them with some of their requests. I learned what it was like not to have the support I needed, and how truly important collaboration was. I learned to think out of the box to solve problems. I believe that if I had been a part of ARLA at that time, I would have had the support I had desperately needed for ideas and services. ARLA supports Residential Landlords in the good times and tough times.

• We know you work a lot, but what do you do outside of office hours?

I just became a grandma, so I am very excited about that. Once COVID restrictions are lifted I will spend much of my off time cuddling my grandson. Until then I will have to settle with buying adorable baby clothes for him. I also spend much of my weekend at my brother's lake lot enjoying the time outdoors with those I love. I am very blessed to have a great relationship with my family.

• Who has influenced you most when it comes to how you approach your work?

Well to be honest there are so many people throughout my life and career, that have helped me become the person I am today. The most influential would have to be my parents. I grew up a farm girl and still remember my 6-year-old self helping my father shingle a roof. This early life experience working with my parents instilled in me the value of hard work, respect for others and a trust that people are genuinely good and caring. These are things that I still live my life by today.

• What energizes you at work? What drains you and how do you turn things around when you are having a bad day?

I love solving problems and collaborating with my team to reach our goals. My favorite is celebrating with my team when we completely fill a building with residents. Negativity and pessimism are the biggest drains for me, emotions are contagious after all. Another major drain is when collaboration is stifled. However, when this happens, I know I can lean on my team because we help lift each other up. We have so much fun at work, and we laugh a lot, so it is not often that we have bad days.

• What is the biggest misconception people have about your position?

With the title of VP people think I am a boss, but I see myself more as a leader. I hate micromanagement, it instills fear and a sense of inferiority that has no place in a work environment. I want our team to feel empowered, respected and trusted. I know how truly important it is to mentor others so they can also develop into leaders, and mentor is what I strive to be. I also want to inspire our employees just as much as they inspire me. Another misconception is that I started out as a manager, I started in this industry cleaning suites and the more time is spent in this field the more I found I loved everything about it, so I worked my way up the ladder, of course I got help from the mentors that were in my life. I am truly lucky to have found my passion in my work, and that passion only continues to grow because of the amazing people I work with.

• Some employees sent beautiful notes about working at Greystone, here is what they had to say:

Although It's been a short time with Greystone I feel very welcomed by your hard-working Team! Thank you for the opportunity to be a part great of such an incredible crew!

- Amanda

Rox - I cannot thank you enough for having faith in me to do my job when no one else appeared to. Since being a part of this AMAZING team; I have had nothing but the best support, the best laughs, and some amazing guidance to be better from my better half lol - Laurie.

I am so happy to be a part of this team and you should be proud of cultivating an environment in which all can shine bright - just like you :) From the girl you saw something bigger in - Christine

Roxanne - Just today I received the most significant compliment from a Team Member. I was sincerely thanked for the support then told "you are just like Roxanne". WOW! I almost fell over! I am proud to channel your vision, faith, support and overall awesomeness at every opportunity. A day does not pass that I don't value and thank you for this incredible opportunity. I shine because you shine! - Joy

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Property Management

Greystone Residential Management Corp. professionally manages over **3,500 residential suites** in Alberta. Our buildings range from walk ups and townhomes to high rises in a wide range of neighbourhoods.



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Greystone Residential works diligently to develop fair and equitable solutions that will be to the satisfaction of residents, while offering the greatest value to the property owner. In addition, we take great pride in our proactive approach to identify potential maintenance concerns before they become problems.



Did You Know?

- We have extensive experience in assessing, negotiating and implementing capital and suite improvements
- We manage over 3,500 residential suites
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Spring & Summer Apartment Maintenance Checklist

BY BRIAN SHEDDEN, BSS® PRINCIPAL, ENTUITIVE

Now that the weather is beginning to clear, it's time get out there and take care of what I would like to call "Preventative Maintenance" items. You know, that stuff that if you don't get to it soon, will turn into a much bigger and more costly event in the not too distant future.

Personally, I like to group these items into the following key areas:

Building Envelope:

- Roofing
- Windows & doors
- Wall cladding (Masonry, concrete, stucco, etc.)
- Waterproofing

Structural:

- Concrete balconies and guard rails
- Parkades
- Podiums (that part of the Parkade that sticks out beyond the footprint of the building)

Mechanical:

- Exhaust vents (kitchen/bathroom/dryers)
- Heating boilers
- Shut-off valves

Building Envelope

There are several items to check with relation to the envelope, as I've listed above.

Your roofing needs to be checked annually, and I have always found it works well when a qualified roofing contractor is engaged to review the roof with you. For low-slope (or flat) roofs, you want to make sure that the drains are cleared of any debris, that any mechanical penetrations of the roof are sealed and that, depending on the type of roof you have, any areas that are aging more quickly than others are attended to proactively. This is important as leaks never occur when it is convenient and as water damage insurance is through the roof, literally, if you can even get it, get-

ting ahead of a potential leak is your best insurance. For pitched or steep slope roofing, winds and hail do their annual damage in addition to ultra-violet light. Minor repairs now will save big money later.

For windows and doors, now is the time to check the condition of screens, the operation of the sliders or casements and the condition of the sealants, or caulking, that connect the windows and doors to the building envelope components surrounding them. Sealants, depending on their exposure to UV, have a normal service life of about 15 years, and they really are the only thing preventing water from entering into the building envelope at that connection point.

For wall cladding, if you have brick masonry, you are looking for deterioration in the mortar joints, cracks in the brick itself (which indicates some underlying movement), and white staining known as efflorescence. This staining is indicative of water being

CONTINUED PG 13



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Continued From P12

trapped in the brick and is a symptom that should be investigated before a more costly intervention is required.

For waterproofing, the spring rains will provide a pretty good indication of where you may have issues in the wall of the parkade or in your ground floor units. Leaks need three things to become a problem: 1.) water 2.) an opening and 3.) some kind of force to push the water into the opening. Take away any one of those three things, and the leak stops!

Now, let's move on to Structural:

If your concrete balconies are not protected by a waterproof membrane, the exposed concrete is taking the full brunt of water and CO2. These two combine to do their darndest to corrode the steel reinforcing bar within the concrete. Over time, as the re-bar swells from corrosion, the concrete will begin to spall, breaking off chunks of the concrete. This is particularly of concern at balcony slab edges, where a piece of concrete falling from any height has the potential to do some real damage or injure someone.

The other item of concern at your balcony edges are the guard rails. Over time, the anchors that fasten them to the concrete and the walls can either corrode or become loose, as can any welds with the rails

themselves. Since this can be a major life-safety issue, it's important to take the time to ensure that all is well with your guardrails.

Ahhh....parkades and podiums. You know that hole underground that you keep having to throw money into. The real issue with parkades is water. Water that either leaks in through the podium deck or the foundation walls. These leaks, aside from being unsightly, also lead to premature failure of the concrete and re-bar, similar to what occurs with balcony edges. Getting ahead of leaks, either by replacing failed waterproofing or joints in the podium or by taking action with something like a crack injection, will help improve the service life of these components. The other major issue is the effect of moisture on the parkade slabs from vehicles, particularly in winter, bringing in lots of snow, that in turn melts. Inspecting your traffic topping each spring will help to give you an idea of the localized repairs that you need to make to help avoid a major concrete restoration project.

Finally, we move onto Mechanical:

The build-up of debris in exhaust vents can lead to major fires which are difficult to fight. Whether debris is from dryer lint or birds who like to occupy these vents, a regular inspection and cleaning, if necessary, will not only prevent problems, but will also improve

the function of the exhaust systems.

Heating Boilers...now that the winter is behind us, now is the time to have your units inspected and serviced before they are needed in action again. Working on them when they are not needed for heat is way easier than a midnight panic run in February!

And last, but not least, shut-off valves. They are great when they work and a massive, expensive proposition when they don't. Take the time to check them for function and if they have seized, get them replaced so that when they are needed, they will be ready for you!

Well, now you know how to keep your property in tip top shape during the warmer months.

Have a great summer everyone!

For more information, you can reach out to Brian.

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Pre-Screening Your Tenants In 5 Easy Steps

BY NELDA SCHULTE

Pre-screening your tenants is the best method of making sure that occupants meet your minimum requirements.

Why Pre-Screen Tenants

Let's say you have advertised your bachelor suite condominium. You check with your condo bylaws and Minimum Housing Standards Act and discover only one person can live in your suite, and they don't permit pets.

Your advertising is going well, and you receive a text from an interested potential tenant. You set up a showing and drive out to meet them. While there, the applicant says they are looking for a cheap condo where five taxi drivers from the same company can live together. They will be sleeping in shifts, and one of them has two birds, another has a cat.

You've just wasted 90 minutes of your time and a tank of gas.

Setting minimum tenant pre-screening criteria and pre-screening your tenants will save you time and effort and reduce your frustration.

Pre-screening Tenants in 5 Easy Steps

As a landlord, you have enough on your plate without spending extra time on tenants who don't qualify. Much of your workload can be reduced and streamlined by pre-screening your tenants in 5 easy steps.

1. Compose your pre-qualifying tenant screening questions ahead of time and have them handy. Here are my top 6.

1. How many pets do you have? What breed, weight, age?
2. How many people will be living in the property?
3. What date do you want to move in?
4. What length of a lease are you looking seeking?
Example: 6 months, 12 months, 2 years etc.

5. Do you mind telling me why you are moving from your current home?

6. If you see the property and decide to move forward with an application, can you verify your income?

2. Arrange a phone call so that you can ask these 6 questions before committing to the showing. A conversation gives you a feel for the potential tenant. During the call, you can assess whether they are someone you feel comfortable renting to long or short-term.

3. Provide details about your rental application process. It's good practice to inform people in advance about your process. When it comes to application forms and leases, most tenants don't appreciate surprises.

While pre-screening your tenants, let them know about

CONTINUED PG 17



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Continued From P16

the application form that asks for two landlord references, two work references, and a credit check. Inform them you will also request a copy of a government-issued identification and a recent (30 day) pay stub. If they are not working, ask for a letter from an accountant or bank manager confirming funds.

After you've explained your process, ask if they are ok with the application process:

- Suppose they say yes, set up the time and date for the showing.
- If they start arguing with you about your process, politely let them know that you follow the process and do not make exceptions.
- If they are not willing to comply, let them move on and wish them well. If they refuse to follow your process, they are not a good candidate for your property.

4. After you've chosen a date/time for the showing, send a text confirming the date, time, and address. Ask for a text or call one hour before the appointment to ensure they are coming. Make it clear; if you do not receive a text or call, you will not drive down to meet them for the showing. This confirmation will save you a lot of time and mileage weeding out the no-shows.

5. During the showing, ask the same 6 questions you asked during the pre-screen phone call.

Typically, when you meet in person, people get busy talking and tell you all kinds of additional information. That's what you want. This is your chance to check for data consistency and form your impression of whether they would be suitable tenants. Remember to ask open-ended questions and let them do the talking. Your role is to listen.

Online vs. Paper Applications

If you both decide to proceed with an application, remind them of the application process requirements. Go over any specific rental conditions such as Cannabis use, pets, bylaws, property maintenance inspections, tenant insurance, application processing fees, move-in fees such as elevator booking costs, etc. You can then provide your application form.

Some tenants are comfortable completing their application online, and others want to submit a paper application and hand it to you in person. Cybersecurity is a real threat, and having plan A (online application) and plan B (paper application with FOIP disposal procedures in place) is standard practice.

Won't this process scare tenants off?

It has been my experience that tenants who are happy

and willing to complete the application process make good renters. Quality renters are not afraid of the application process. People show their true colours fairly quickly, and the pre-screening process is an excellent opportunity to collect information about your future tenant while assessing their character.

Doing your work done on the front end (tenant screening process) always saves you time and money on the back end (evictions). Learning how to effectively pre-screen your tenants in 5 easy steps will fast-track your application process and save you time and money.

This pre-screening article is the second in a series of five articles on Nelda's 5-Step Tenant

Attraction, Application, and Screening Process available as a pdf download from her membership page.

Nelda Schulte is a property investor who is passionate about helping investors who self-manage have profitable investment properties through resources and education. If you struggle with not finding quality tenants who pay every month and take good care of your property, check out Nelda's 5-Step Tenant Attraction, Application, and Screening Process mini masterclass that will set you on the right path to weed out the BAD TENANTS and ONLY accept the GOOD QUALITY tenants to keep your property profitable. Contact nelda@neldaschulte.com for availability.



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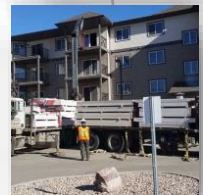


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Alberta Residential Landlord Association

The Voice of the Residential Rental Industry

ALBERTA RESIDENTIAL LANDLORD ASSOCIATION MISSION, VISION AND VALUE STATEMENT

2021

OUR MISSION

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

OUR VISION

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

OUR VALUES

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

WHO WE ARE

The Alberta Residential Landlord Association (ARLA) founded in 1994, is a membership based, not for profit Association, that is dedicated to strengthening the Residential Rental Industry by educating, uniting and advocating for professional members and preferred service members. ARLA represents approximately 90,000 + primary and secondary units in Edmonton and surrounding areas. Together our members employ thousands of people and spend in excess of \$230 million annually on the operational side. Our Association is governed by a Board of Directors and committed staff members who together provide a united voice for the rental housing community in Edmonton and across Alberta.

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

The Voice of the Residential Rental Industry

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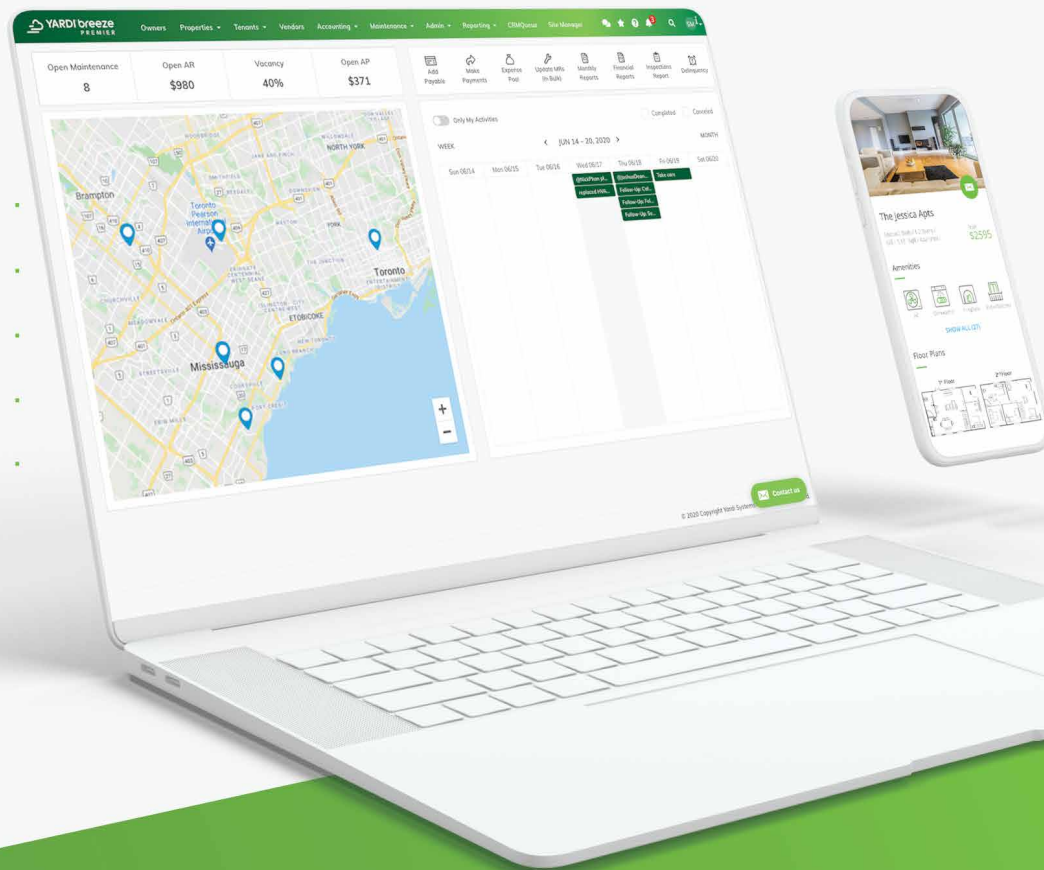
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Damage Inc	jesse@damage-inc.ca	780-589-0023
Danewood Investments (FIREAVERT)	terrancedmartin@gmail.com	780-952-8549
DASH Supplemental	kassiankelly@gmail.com	780-884-0227
Davey Tree Expert Company of Canada	kevin.cassells@davey.com	780-433-8733
Delnor Restoration Services Ltd.	mathieu@delnorrestoration.ca	780-469-1304
DKI Sparklean Group Ltd.	alison@sparkleanrestoration.ca	780-460-0623
DSC Construction Inc	nishal@dsc-construction.ca	780-459-0931
Duuo	devon@duuo.ca	437-215-5286
Ecopest Inc.	sameer@ecopest.ca	780-448-2661
Edmonton Eviction Services	don@edmontonevictionservices.com	780-974-8427
Edmonton Exterminators Ltd.	edtermex@gmail.com	780-466-8535
Eenie Meenie Miny Mow	Jose@emmmow.com	587-432-1780
Enercare Home and Commercial Services	Warren.Kuchta@enercare.ca	780-884-2742
Entuitive	brian.shedden@entuitive.com	780-902-9119
First General Edmonton	moe.barzagar@firstgeneral.ca	780-903-0402
First Onsite Restoration	clavery@firstonsite.ca	403-519-7695
Fixlt Service Professionals Inc.	sam@fixitservicepros.com	780-999-5377
Foster Park Brokers	Daniel.Robinson@fosterpark.ca	780-203-2959
Four elements Electric LTD.	shawn@four-elements.ca	780-850-0166
Gerald Tostowaryk Century 21 Urban Realty	gerald.tostowaryk@century21.ca	780-887-3709
Gryd Digital	ngall@gryd.com	1-866-343-4793
HD Supply Canada, Inc.	denise.pontes@hdsupply.com	1-800-782-0557
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	daniel@elecom.ca	780-453-1362
Kone Elevators	philippe.petit@kone.com	780-452-9227
Lea Painting Ltd	aaafawaz@hotmail.com	780-934-0704
Lionsgate Builders Corporation	Shawna@Lionsgatebuilders.ca	780-278-3598
Locnest Holding Inc.	jeremy@locnest.com	587-338-9907
Lowe's Group Rona	trent.midwinter@Rona.ca	587-879-3140
Lydale Construction (Edmonton) LTD.	lbooth@lydale.com	780-443-8851
Mid-City Construction Management Inc.	lwatson@mid-city.ca	780-886-4114
My Group Insurance Broker	Kathleen.Corkum@mygroup.ca	587-337-4116
NeldaSchulte.com	nelda@neldaschulte.com	780-920-6478
New Creations	nnewcreationsedmonton@mac.com	780-699-1984
OAB Reliable Carpet & Furnace Cleaning	oabcarpetcare@live.ca	780-720-2007
Olympus Energy	sales@olympusenergy.ca	1-855-220-5969
Orkin/PCO Services Corp.	tbarracough@orkincanada.com	780-483-3070
OSCO Mudjacking & Shotcreting Ltd.	accounts@oscomudjacking.com	780-469-1234

Peak Sewer & Underground Services Ltd.	brad@peaksewer.ca	780-918-6696
Phoenix Landscaping	Info@phoenix4seasoncare.ca	587-822-2032
ProPc Inc.	rchatfield@proppcinc.com	780-475-7457
Rapid Response Industrial Group Ltd.	mikew@rapidresponseind.com	780-996-6566
RE/MAX Commerical Capital Property Mgmt.	pri@rccpm.ca	587-525-8900
RE/MAX Excellence	sohil.l@commercialyeg.ca	780-278-9696
Regional Municipality of Wood Buffalo	Heidi.major@rmwb.ca	780-743-7888
Remforce	nate@remforce.com	604-855-3590
Rent Check Corporation	bjmaxwell@rentcheck.ca	416-365-7060 ext. 221
Rentals.ca	md@rentals.ca	416-857-4914
RentBoard Canada Inc.	info@rentboard.ca	403-347-7388
Rentify	chad@rentify.house	647-863-2493
Rentokil Steritech Pest Control	doug.wadlow@rentokil.com	780-907-9680
Reynolds Mirth Richards & Farmer LLP	emirth@rmrf.com	780-425-9510
Saada Inc.	amer@saada.ca	780-904-1485
Screen Savers Inc.	andrew@getmosaic.ca	780-818-6911
Serv-It Process & Bailiff Services	tds.servit@shawbiz.ca	780-424-9020
Servpro of Edmonton Southside	dumley@servproedmonton.com	780-224-6075
Shack Shine	Dustin.Grainger@Shackshine.com	780-660-2586
Shel-Bar Electronic Industries Ltd.	info@shel-bar.com	403-275-7762
Singlekey	sam@singlekey.com	647-335-4136
Solution 105 Consulting Ltd.	timinski@solution105.com	780-429-4774
Soncur Contracting Ltd	semerson@soncur.com	780-446-6739
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	780-868-5904
Torlys Smart Floors	jody.kelly@torlys.com	780-913-5765
Trail Appliances Ltd./Commercial Laundry	tmoulding@trail-appliances.com	780-434-9414
Treasures Insurance & Risk Management Inc	Terry.funk@excelrisk.ca	780-452-4405
Tree of Knowledge (TOK) Engineering Ltd.	mbankkey.tok@shaw.ca	780-434-2376
Trusty Tree Services	info@trustytree.ca	780-860-5500
Viewit.ca Internet Advertising	askus@viewit.ca	1-877-843-9487
Waste Connections of Canada	dan.rochette@wasteconnections.com	780-464-9400
Weiss-Johnson Sheet Metal	marcus.krampitz@weiss-johnson.com	780-463-3096
Westview Village	ggriglak@lautrecitd.com	780-447-3345
Yardi Canada Ltd.	Amanda.Moreira@Yardi.Com	1-800-866-1144
ZipSure Insurance Brokers Ltd.	kcorkum@zipsure.ca	902-434-8734



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