Rental gazette



Ethics and You

BY ROSE M EVANS, AMO, EXECUTIVE CPM, ARM, ACM PRESIDENT, PARTNER, BROKER, AYRE & OXFORD INC.

The Voice of the Residential Rental Industry

What are ethics you might ask?

There are many definitions however in general they are "Guidelines or rules by which we aim to live".

Think of Ethics as the difference between what we have the right to do (legal) and the right thing to do (ethical).

Good ethics requires the ability to recognize right from wrong and the commitment to choose to do the right thing.

Just as there are many definitions to describe Ethics, there are also many words, that are often used interchangeably across Associations I am a member of; Ethics, Values, Honesty, Moral Integrity, Character, Regulations and Laws to name a few.

Identifying and defining good ethics is not the real challenge though, exercising them is. To put this all into perspective, consider the following hypothetical Ethics Dilemma:

One of the properties you manage has a high debt ratio due to vacancy rates therefore the owner was dragging their feet on making a decision regarding snow removal. The owner eventually told you not to secure an ongoing contract with one of your preferred vendors for parking lot snow removal this season and use a small contractor they knew and used for personal work instead on a on call basis. The owner of this property was one of your largest clients' and you didn't want to lose him so you agreed.

It snowed earlier than usual and you had not had time to verify insurance documents before calling the contractor to remove snow. The contractor did remove the snow but did not have the correct equipment for commercial use therefore the snow was not adequately removed.

The same day, a visitor parked in a visitor parking stall. The visitor slipped and fell in the parking lot causing severe injuries and is taken to the hospital by ambulance. The visitor suffered permanent mobility issues as a result of the injuries. The visitor sued the owner, your company and the snow removal contractor for negligence. The liability insurance settled the claim for \$10 million.

You knew better right? In this situation you failed to protect the interest of the client, your company or the visitor. Do you think you maintained the contract with this client?

CONTINUED PG 2

INSIDE

Editor's Message 3
Executive Director Report 4
ARLA Code of Ethics 6
Join Us for 25 Years!7
Legal Corner 8
2019 AGM & Luncheon 12
Insurance 14
2020 Interest Rates 15
Membership Benefits 17
2020 Calendar of Events 18
Service Member Directory 20



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Continued From Cover

In addition to these results, most Professional Associations have a strict consequence for breach of Ethics which involves investigation into possible suspension, expulsion or termination of membership.

There are many methods available to assist in making decisions that have an ethical dilemma. We can address ethical dilemmas by asking ourselves some pretty simple questions that I learned through education and experience;

Is it illegal? This is the very minimal criteria.

Who will be affected by your decision? And how? While things may not necessarily result in fairness for everyone try to make them equal.

What are the potential consequences of the decision? Every action has a consequence.

How do you feel about the situation? How will you sleep with this decision is a commonly heard phrase.

Have you examined all of the alternatives? Is there another option with less negative impact?

Sometimes using a checklist can help especially with a tricky dilemma.

Your character is built upon your virtues such as Trustworthiness, Respect, Responsibility, Caring, Fairness and Citizenship. This is not only the case professionally but personally as well.

R | **M** | **R** | **F**

BARRISTERS SOLICITORS

Lastly, before criticizing the reputation of another industry member remember, your reputation is to be protected as your greatest personal and business asset. Each one of us affect public perceptions of the Associations we are Members and the Real Estate Management Industry as a whole with our day to day actions.



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2

WINTER 2019



Editor's Message

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

As we acclimatize to the winter, landlords have ensured their buildings are ready for the season, and take measures to ensure that boilers, furnaces, and hot water tanks are serviced for our winters in Edmonton. The forecasts for the winter months are predicting a mild winter and hopefully this becomes a reality to make up for wet and temperamental summer we experienced this year. Thank you for those who made it out to the record breaking turn out Winter Mixer and Annual General Meeting on November 22, 2019. A great time was had by all, and the AGM went smoothly.

For the third quarter 2019, the Edmonton multifamily starts (which include semi-detached, row house and apartment-style developments) reached 1,834. This is up 21.0% from the 1,511 at this time last year. On a year-over-year basis, total housing starts were 4.7% higher in Q3 2019. The gain was mostly attributed to the multifamily segment, particularly condominium units, more than offset a reduction in the single-family numbers.

Developers in Edmonton have completed work on over 1,000 apartment units as of midway this year. More than 2,300 purpose-built rentals have been constructed in the past year in response to the demand in the marketplace. There is still approximately a \$300 differential between the average monthly mortgage cost and the average rental rate.

Edmonton's rate of inflation was unchanged at an annual rate of 1.3% (August 2019) and currently remains below the national average of 1.9%. Rented accommodation cost rose 2.7% as of August 2019 and cost related to water, fuel and electricity were up sharply at 4.7%. Edmonton region housing costs increased rose at a faster pace than the rest of Canada in August 2019 and looking forward, there may be accelerated inflation by way of increased costs for imported consumer goods such as food, clothing and electronics in response to depreciation in the Canadian dollar.

Employment in Edmonton for the year seems to have risen by more than 1,500 positions from September to October of 2019. Employment gains were largely part-time as full-time employment decreased by a small amount. Gains in education and logistics offset reductions in the construction as well as weakness in business services and public administration.

We expect pricing on multi-family properties to mostly stabilize this winter with capitalization rates hovering around 6.0%. With the vacancy decreasing slightly and rents slowly increasing this may translate to flat pricing on certain assets, although location and quality will still yield a premium as demand increases. Financing continues to be desirable the low interest rate environment will likely keep the capital flowing into the commercial real estate sector.

Sincerely,

Raphael M.H. Yau, B.A. (Econ) Multi-family & Investment Sales Cushman & Wakefield Edmonton

Source: Cushman & Wakefield Edmonton Research, CMHC, the City of Edmonton



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President: Paul Jones Past President: Pete Ages 1st Vice President: Dan Posa 2nd Vice President: Roxanne Johnson Secretary / Treasurer: Raphael Yau

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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

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STAFF

Donna Monkhouse Executive Director donna@albertalandlord.org

Brittany Dorado, Executive Assistant Events & Member Development executive@albertalandlord.org





Executive Director Report Winter 2019

BY DONNA MONKHOUSE, CPM

MEMBERSHIP RENEWAL TIME

A reminder friends, that it is time again to renew your ARLA Membership for 2020. Brittany and I have sent invoices to every member. Please, take a moment and check your email Inbox. If you have any questions regarding the 2020 membership, please contact the ARLA office (780-413-9773) and we will be happy to assist you in this process. We sincerely wish to thank you for your continued support and look forward to addressing any challenges that may come our way in 2020. Check out the 2020 Calendar of Events; sponsorship opportunities and don't forget about our 25th Anniversary celebration in February.

Membership in ARLA is one of the least expensive avenues to gain knowledge of the Residential Rental Industry and a resource for answers to specific questions. Your questions are welcome at ARLA and we will find out whatever information is available to assist should you be slightly unsure of your position including dealings with tenants and government.

ANNUAL AGM & BOARD ELECTION RESULTS

ARLA's Annual General Meeting & Christmas Luncheon was held on Friday, November 22nd at the Chateau Louis Conference Centre. We had a record number of members in attendance of 180 and were so thrilled to share the day with all of you. We would acknowledge the retirement of Mr. Bill Begley after over 18 years serving on the ARLA Board of Directors. We are pleased to announce the new Board of Directors for 2020:

- Paul Jones, Ayre & Oxford President
- Pete Ages, Homeward Trust Past President
- Carolyn Flexhaug, Cornerstone Management Chair: Membership & Benefits
- Raphael Yau, Cushman & Wakefield Secretary/Treasurer & Chair: Rental Gazette Newsletter

- Roxanne Johnson, Greystone 2nd Vice President & Chair: Program & Social
- Marisa Redmond, CRHC Co-Chair: Education & Conference
- Dan Posa, Coinamatic 1st Vice President & Chair: Trade Show
- Sonny Mirth, RMRF Chair: Government Liaison
- Sherri Doucette, Urban Life Management Chair: Education & Conference
- Jonathan Bussey, Boardwalk Communities Chair: Public Affairs & Social Media
- Jaime Lopresti, Weidner Investments Chair: Constitutional
- Kate Brisson, Inland Property Management Co-Chair: Program & Social

CONTINUED PG 5



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4

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Continued From Page 4

• Sandy Pon, Renterpro Ltd. Co-Chair: Membership & Benefits

WHAT ELSE IS HAPPENING AT ARLA'S OFFICE?

- We are presenting to the City of Edmonton Council on our issues with their proposed tax increases;
- We have been invited to speak to the UCP Caucus about our issues as landlords and propose solutions;
- We attend and represent ARLA at the Electric Vehicle strategy meetings – Looking out for our future;
- U We are looking into the issues with Insurance

Premium increases and will let you know the facts when we have them;

- We have met and will continue to meet with the Residential Tenancy Dispute Resolution Service (RTDRS) Director;
- 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.

AND THAT'S A WRAP FOR 2019

I would personally like to thank the Board of Directors for allowing me the opportunity to take on the position of Executive Director. It is a new and exciting challenge for myself and I will do my utmost to bring some of the best years to ARLA.

My thanks to Brittany Dorado who has worked beside me to provide quality service to our members and partners in the industry.

Thank you again for the opportunity.

I wish you all a very Merry Christmas and prosperous New Year!



ALBERTA RESIDENTIAL LANDLORD ASSOCIATION 2020 BOARD OF DIRECTORS

Left to Right: Jonathan Bussey, Dan Posa, Donna Monkhouse, Raphael Yau, Sandy Pon, Sherri Doucette, Jaime Lopresti, Paul Jones, Pete Ages, Kate Brisson, Brittany Dorado, Marisa Redmond, Sonny Mirth and Carolyn Flexhaug.



WINTER 2019

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5



Alberta Residential Landlord Association Code of Ethics

PROFESSIONAL MEMBER 2020 PREFERRED SERVICE MEMBER 2020

The following Code of Ethics has been adopted by Alberta Residential Landlord Association's (ARLA) Board of Directors.

Any breach of the Code of Ethics may result in the suspension or termination of membership.

It is the mandate that all ARLA Members be informed as to the developments and trends within the industry and render their services and opinions using their full training, qualifications and experience. Part of our Associations duty is to always protect the public against fraud, misrepresentation and unethical practices. ALRA Members withstand from seeking unfair advantages over and publicly criticizing the reputation of other industry members or the industry as a whole. Public confidence in the professionalism and integrity of our Members is of the upmost importance which is necessary for the future credibility and success of the Alberta Residential Landlord Association. This Code of Ethics is not intended to describe the minimum expectation of permissible performance; rather, it describes the optimum performance the public has a right to expect and makes that performance the "norm" for Members of the Alberta Residential Landlord Association. The demand for high standards of professional conduct protects the interests and the rights of the Members within the Association, its clients and customers. As such, the Code is and will continue to be a demanding document; a plan for professionalism, capable of including and accommodating every change, challenge and controversy which arises.

1. Members shall, at all times, conduct their business and personal activities with the knowledge of and in compliance with applicable Federal, Provincial and Municipal laws and regulations and shall maintain the highest moral and ethical standards.

- 2. Members shall act in a professional manner and treat all stakeholders with respect, fairness and in kind.
- 3. Members shall, strive to maintain and continually improve the professional standards of the industry through education, training and refinement of their unique skills.
- 4. Members shall, seek to maintain an equitable, honourable and cooperative relationship with fellow Members;
- 5. Members must use moral and ethical judgment in all decisions and act honestly and in good faith.



6

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Please Join Us as ARLA Celebrates 25 Years!

On February 27, 2020, at the Chateau Louis, a fabulous luncheon will take place to celebrate The Edmonton Apartment Association now The Alberta Residential Landlord Association turning 25.

Help ARLA celebrate by recognizing some of the accomplishments from the past Edmonton Apartment Association days to today.

There are still sponsorships available as well!!

We will recognize those that have been members since 1999 and all our outstanding past presidents.

EAA FOUNDERS 1994

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DAVID KOLSKOG

FRANK POWER

RON HOWARD

Presidents of the Association

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GREGORY PRETZLAFF 1998
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ED REID
CHRISTINE DIRKSEN2001
BLAIR ASSALY
ELIZABETH OSTOLOSKY2003
BARRY WEIDMAN2004
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CLARENCE RUSNELL
BEN SEUTTER2007
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RAPHAEL YAU2013
BILL BEGLEY2014
SHERRI DOUCETTE
SANDY PON
JONATHON BUSSEY

BILL BEGLEY	.2018
PETE AGES	.2019

The Celebration will start at 11:15 a.m. until 1:15 p.m. and will be filled with old friends, memories, good food, fun and lots of great prizes. Watch for the invite to go out in January 2020.

We look forward to seeing you all there!!





Rental Gazette Legal Corner

BY HEIDI BESUIJEN, REYNOLDS MIRTH RICHARDS & FARMER LLP

Re-Rental Fee or Lease Break Penalties

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. 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.

--- 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 and that the landlord agreed to

CONTINUED PG 9





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8

Continued From Page 8

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 one months' rent.

Another aspect pf 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 months' 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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MEMBERSHIP RENEWAL

Reminder

On behalf of ARLA we would like to thank you for your past membership. Our continued success is only possible due to your generosity and support. Membership dues were distributed to the membership at the beginning of December.

We look forward to your membership in 2020.







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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.

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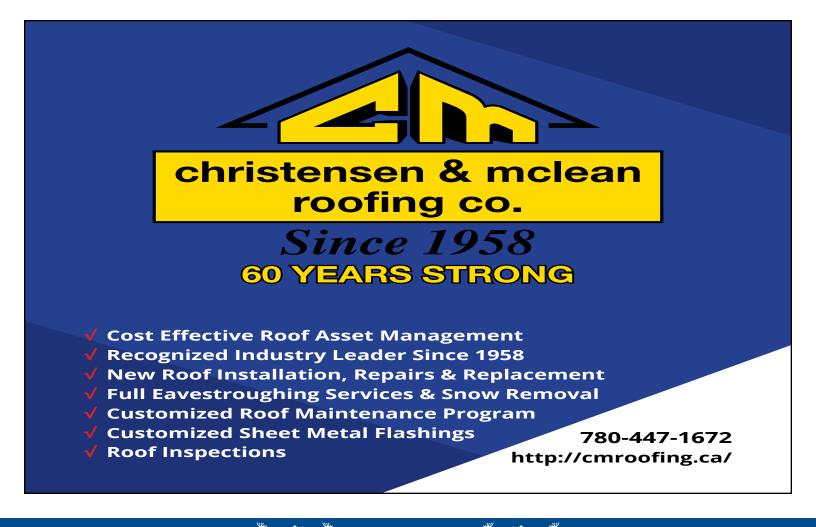
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The Rental Gazette 11



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Insurance - Things to Know

BY DANIEL ROBINSON, BA, CRIS,

If you have had an insurance renewal over the past several months you will know that 2019 has not been kind... especially for wood-frame construction. Your broker has likely used terms and phrases such as "hard market", "subscription policies", "cat losses", and "lack of appetite". Realty insurance can be bewildering with the jargon, but it is the current rating that sparks the most questions. More than ever it is exceedingly hard to reconcile high premiums, forecast insurance costs, and make your reality investment viable. So how did we get to this point? Where are we now? What can we do going forward?

In order to understand how we abruptly entered the current "hard market" we need to understand the "soft market". During times of a soft market, like the past 12 years or so, property owners saw an overall reduction in their insurance rates and insurance was quite easy to obtain. Realty was a class of business where many insurers saw opportunity and wanted to expand their volume. As a result, there was competition amongst insurers to offer their most attractive terms and broadest coverages. The "softness" lead to the realty industry being largely underpriced for the potential risk. Typically, insurers insist on solid risk management and "best in class" building updates to control rates. Insurers were less insistent on these control measures in the soft market. This resulted in a whole class of business being underrated and insurers stretched too thinly with their capacity. All is well until there are losses...

In 2018 Canada saw approximately \$2-Billion in Catastrophic "Cat" losses. We saw high a prevalence of wildfires, floods, torrential storms, and devastating hail. Nature has not been kind to property owners! Climate change is taking its toll and it is difficult to gauge what is the "new normal". Insurers are struggling to maintain a sustainable underwriting profit and a healthy balance with which to pay claims. They are taking the two pronged approach of increased premiums and tighter underwriting to drive a hard market.

In the last quarter of 2019 Albertans have had a head on collision with a hard market cycle. You may have seen Canadian articles reporting massive increases upwards of 300% in the BC condominium sectors. While these are extreme outliers, increases from 30% to 60% are not uncommon. Rates are high as insurers try to develop rate adequacy in order to achieve a loss ratio (premium paid to claims paid) that is healthy and sustainable. Also, the insurers are less willing to build volume. They are reducing their capacity in an effort to spread the risk. Rather than take 100% of a building's insurance they may only offer a percentage... leaving the broker to look to other insurers to participate completing the limits. This is known as a subscription policy, where there is a "lead insurer" and various "followers". Together the insurers on the subscription can share the risk and mitigate a concentration of their exposure. What is clear is that regardless of market cycle, risk management and loss control continue to be crucial to the success of any commercial insurance policy. Now is a good time to evaluate your business's risk management plan as a whole to ensure your property can attain favorable pricing regardless of market conditions. Insurers will be looking to see that the buildings have been updated with respect to the roof, HVAC systems, plumbing and electrical systems.

It's important to get ahead of the game by proactively addressing losses and risks. As insurance prices begin to climb, property owners who have taken the initiative to address losses and mitigate risk will see

more modest increases. Whereas, those that simply rode the soft market, without working to reduce risk, will have a harder time placing coverage and may not be offered favourable terms. Your broker should be reaching out to you well in advance of the renewal to prepare you for the change in market conditions and help develop a strategy to get the best insurance options available.

The big question is what does the future hold? While nobody has a crystal ball, I do predict at least two years of flux and transition. It will likely take these two renewal cycles for insurers to look to the performance and loss ratios from tighter underwriting and increased premiums. This may lead to a rate stabilization and rate adequacy. Eventually, rates will soften as insurers become attracted to growing market-share and volume by lowering rate. Keep in mind that insurance follows a cycle and in order for balance, the pendulum must swing. The difference with the hard market of today has been the speed and force of the swing.

Excel Sheppard Insurance Services and Risk Management Inc. is actively working on establishing a national program for property managers and building owners. The program would offer discounted premiums based on buildings having the best-in-class risk management practices such as remote automatic water shutoffs, burst proof piping on appliances, and other key upgrades. More details to follow in 2020!

Daniel is the Operations Manager,

Surety and Independent Business Unit, Excel Sheppard Insurance and Risk Management Services Inc.



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PRESCRIBED INTEREST RATES FOR SECURITY DEPOSITS

Time Period	Interest Rate (per Annum basis)	Compounded
Jan 1 to Dec 31, 1999	0.75	Yes
Jan 1 to Dec 31, 2000	1.15	Yes
Jan 1 to Dec 31, 2001	1.75	Yes
Jan 1 to Dec 31, 2002	0	Yes
Jan 1 to Dec 31, 2003	0	Yes
Jan 1 to Dec 31, 2004	0	Yes
Jan 1 to Dec 31, 2005	0	Yes
Jan 1 to Dec 31, 2006	0	Yes
Jan 1 to Dec 31, 2007	0.3	Yes
Jan 1 to Dec 31, 2008	0.5	Yes
Jan 1 to Dec 31, 2009	0	Yes
Jan1 to Dec 31, 2010	0	Yes
Jan 1 to Dec 31, 2011	0	Yes
Jan 1 to Dec 31, 2012	0	Yes
Jan 1 to Dec 31, 2013	0	Yes
Jan 1 to Dec 31, 2014	0	Yes
Jan 1 to Dec 31, 2015	0	Yes
Jan 1 to Dec 31, 2016	0	Yes
Jan 1 to Dec 31, 2017	0	Yes
Jan 1 to Dec 31, 2018	0	Yes
Jan 1 to Dec 31, 2019	0	Yes
Jan 1 to Dec 31, 2020	0	0



November 1, 2019 NOTICE Residential Tenancies Act - Mobile Home Sites Tenancies Act

The rate of interest to be paid on tenant security deposits by landlords, effective January 1, 2020, is 0%. Landlords must pay interest to their tenants annually at the end of each tenancy year, unless both parties agree otherwise, in which case the interest must be compounded annually.

By an Order in Council passed on September 8, 2004, the Security Deposit Interest Rate Regulation includes a permanent formula setting the yearly interest rate payable on security deposits. The annual rate is 3% below the rate of interest that is in effect on November 1 of the previous year for cashable one-year guaranteed investment certificates held or offered by Alberta Treasury Branches Financial (ATB Financial). ATB Financials rate for cashable one-year guaranteed investment certificates on November 1, 2019 was 0.50%.

For more information, contact Service Alberta's Consumer Contact Centre in Edmonton at (780) 427-4088 or toll free in Alberta at 1-877-427-4088.

Landlords and tenants can use the security deposit interest calculator to determine the amount of interest that is owed based on the regulated interest rates. The calculator can be found by visiting Service Alberta's website at: http://www.servicealberta.gov.ab.ca/interest-chart.cfm



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MEMBERSHIP & BENEFITS

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 75,000+ primary and secondary units in Edmonton and surrounding areas.

OWNERS/OPERATORS & MANAGERS OF RENTAL HOUSING

As a Professional Member you will receive exclusive pricing on:

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- Credit Check & Rental History Reports
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- Discounted Insurance Rates on Home and Auto
- · Educational Seminars / Workshops & General Meeting Luncheons
- Free Residential Tenancies Act Online Learning www.suitesmarts.ca
- Residential Tenancy Dispute Resolution Service Assistance & Referral

SERVICE MEMBERS

As a Preferred Service Member you will receive:

- Event Sponsorship Opportunities (Luncheons, Seminars, Workshops, Golf Tournament, AGM)
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- Are you a landlord in Alberta offering rental housing?
- Do you offer residential housing for tenants?
- Do you know the Residential Tenancies Act of Alberta (RTA)?
- Do you know your rights and responsibilities under the RTA?

If you have answered yes to any of the above this course is a MUST for you and/or your management team.

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SIGN UP TODAY to become familiar with the laws governing the fundamentals of the Residential **Tenancies Act of Alberta**

*Non-Members contact the ARLA office

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The Voice of the Residential Rental Industry

Merry Christmas & Happy New Year! Best Wishes for 2020 From ARLA

Please be advised our office will be closed December 23 - January 2



2020 Calendar of Events

Thursday, January 23	Educational Seminar & General Meeting Luncheon
	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	Educational Seminar
	Mold, Asbestos, Fentanyl – what you need to know
Thursday, February 27	25 th Anniversary Celebration
Thursday, March 19	Educational Seminar & General Meeting Luncheon
	Seminar: Social Media & You presented by YEG TweetUp
	Luncheon: Vision for 2020 presented by John Rose, City of Edmonton
Thursday, April 16	Landlord Resource Trade Show
Thursday, May 21	Educational Seminar & General Meeting Luncheon
	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 11	ARLA's Golf Tournament
Thursday, July 16	Member Appreciation BBQ
Thursday, August 20	Patio Networking Event
Thursday, September 17	Educational Seminar & General Meeting Luncheon
	Seminar: Sustainability – Making existing buildings more sustainable presented by EcoAmmo Sustainable Consulting Inc.
	Luncheon: TBD
Thursday, October 15	Educational Seminar & General Meeting Luncheon
	Seminar: TBD
	Luncheon: TBD
Friday, November 20	AGM & Christmas Luncheon
Friday, December 4	ARLA's 2 nd Annual Jingle & Mingle

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Affinity Credit Solutions	brian.summerselt@affinitycredit.ca	780-428-1463
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Alberta Roofing Contractors Association	krutherford@ARCAonline.ca	403-250-7055
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DF Technical & Consulting Services Ltd.	dennisf@dftechnical.ca	780-468-3131
DKI Sparklean Group Ltd.	alison@sparkleanrestoration.ca	780-460-0623
DSC Construction Inc	nishal@dsc-construction.ca	780-459-0931
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OAB Reliable Carpet Care Inc.	oabcarpetcare@live.ca	780-720-2007
Orkin/PCO Services Corp.	tbarraclough@orkincanada.com	780-483-3070
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Telus Communications Inc.	pauline.phillip@telus.com	780-444-7733
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Trusty Tree Services	info@trustytree.ca	780-860-5500
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