

RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY

ARLA


**Alberta Residential Landlord
ASSOCIATION**

The Voice of the Residential Rental Industry

 ISSUE 4
VOLUME 27
WINTER 2022

With Warm Appreciation, We Wish You a Merry Christmas and a Happy New Year!



Happy Holidays from the ARLA Staff, Donna, Brittany, Kelsy and the ARLA Board of Directors!

CONTACT ARLA

 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.

INSIDE THIS ISSUE

President's Message	2
Feature Article	2
Editor's Message	3
Executive Director Report	4
AGM & Luncheon Highlights	5
When Tenants Refuse to Pay	7
Rental Fees	8
Upcoming Events	10
Ask a Contractor	20
Energy Market Update	21
Security Deposit Rate	22
Space Heater Safety	23
Loss Prevention	25
Service Member Directory	29

AT CIVIDA, LIFE STARTS WITH A HOME

At 7:31 p.m. on July 12, Civida received a call from Catholic Social Services.

On that phone call, we were told that Viktor (whose name we've changed for privacy reasons) and his family needed help. They had arrived in Edmonton from Ukraine, but the sponsor family lined up to support Viktor and his family with accommodations was no longer able to help.

Viktor and his family were left at a Tim Hortons and had nowhere to go. Viktor didn't speak English and he and his family were scared and exhausted. Tim Hortons staff collected enough information to put them in touch with agencies who started to rally around him.

Months earlier, our team had reached out to the Ukrainian Congress of Canada to ask how we could potentially provide housing solutions for families and individuals fleeing the Russian invasion of Ukraine. We explained that we provide safe and affordable housing in Edmonton and we wanted to help however we could. We were directed to Catholic Social Services, the local lead agency.

In early March, when the federal government had announced programs to bring Ukrainian families to Canada, the number of families coming to Edmonton was unclear. What we did know was that the programs facilitated a rapid arrival of Ukrainians into Canada, which eliminated many of the normal visa requirements. Recognizing the logistics of supporting an unknown number of families, Civida staff were keen to help.

The agencies provided wraparound supports for Viktor's family – and all other Ukrainian families arriving in Edmonton – to ensure their safe integration into the city. This included help with applications for funding, translation services, food hampers, a supply of furniture and help finding employment, just to name a few.

A maximum of three days hotel accommodation were provided by the federal government to Viktor's family, along with limited

CONTINUED PAGE 2



PRESIDENT'S MESSAGE SPRING 2022

BY CHRISTOPHER BATDORF, ARLA PRESIDENT 2022

Welcome to the Winter edition of the Rental Gazette.

As my last message as 2022

Board President, I would like to state it has been an immense pleasure to have been of service to ARLA for the past 12 months. I would like to thank all the Board for their service, time, and effort, to help make ARLA the voice of the Residential Rental Industry.

I would also like to echo my statements from the 2022 AGM, and applaud Donna, Brittany, and Kelsy (your hard-working staff of ARLA) for the amazing support, service, and events that they provided to us during 2022.

Looking Forward

As I move into the Past President role, I am excited to support your 2023 Board and Executive. During our December Board Meeting, Donna presented an amazing schedule of Events, Webinars, Seminars, and Luncheons. I would even take the chance and say that there is something for everyone!

If you are ever curious about an idea or desire to help, make ARLA even better, please reach out to our staff at ARLA.

Starting in 2023, members who were nominated for Board positions, but were not elected, have been asked to provide their experience and time to serve on a

committee. I would like to extend my thanks and appreciation for those members who have committed to this work (oddly enough, Donna's best ideas come from members and committees).

Thank you for your support of ARLA and I look forward to seeing you at one of our amazing events next year.



**And don't forget to
"Be a member, use a member".**



FEATURE ARTICLE: CONTINUED FROM COVER

emergency funding. Within three days, Civida's Leasing team jumped into action and met with Viktor's family

and their support team to show them an available rental home. We were thrilled that they loved it, but more so, we were relieved that they had a safe solution. We waived the security deposit and first month's rent because it takes a few weeks for federal income supports to flow. They received the keys and moved into their new home the next day.

Over the next few weeks, we received many more referrals. Our team continued to work hard to turn around these requests quickly, recognizing the limited resources available.

Our team is incredibly proud that we have now provided housing in our near market and mixed income housing programs to more than 30 Ukrainian families. Many families have been housed in the same building or neighbourhood.

We've made introductions between the families as a small way to enable those families to make friends, explore the city

together and receive supports and information, all with people who have a similar lived experience.

We continue to work in collaboration with Catholic Social Services, Ukrainian Congress of Canada and Action for Healthy Communities to help provide the foundation of a home to newly-settled Ukrainian families.

A home is more than simply having a roof over your head. It's about feeling like you belong and is a foundation upon which you build a happy life. That's why we work hard to create a sense of community with all our residents.

We wish all of our partner agencies, other property landlords and vendors a very safe and happy holiday season.

About Civida

Civida has long history of providing affordable housing options for Edmonton families. We began as the Edmonton Housing Authority in 1970; in 1995, we became Capital Region Housing. Today, we are Civida – the largest provider of social and near market homes in the Edmonton region. We also lead the way in housing research, policy

development and advocacy. A lot has changed since 1970, but our mission remains the same: To provide safe and affordable housing. Our vision is 'Everybody's home.'

We manage more than 4,500 social housing rental units and more than 700 near market and market housing rental units. We also offer a mixed-income model where the cost of housing is partly funded. Our expertise, advice and guidance have helped more than 25,000 people in the Edmonton region find a home they can afford.

Questions regarding Civida's housing or rent assistance programs can be directed to help@civida.ca. For more information, visit: Civida.ca

Civida has been an active member of the Alberta Residential Landlord Association for more than 10 years.



EDITOR'S MESSAGE WINTER 2022

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

Market Update Winter 2022

As we head into Holiday Season landlords need to ensure their

buildings are ready for the season, and take measures to ensure that boilers, furnaces, and building envelopes are inspected for our winters in Edmonton. The forecasts for the winter months are predicting a colder winter in the West. Thank you to those who made it our sold-out AGM Christmas Luncheon. We had over 200 people in attendance, and it was a great afternoon of food, cocktails, and entertainment. We were able to meet some of our newly elected board members and a great time was had by all.

For October of 2022, the Edmonton multi-family starts (which include semi-detached, row house and apartment-style developments) reached 1,529. This is up over 50% from 1,000 at this time last year. On a year-over-year basis, total housing starts are 13,109 and this is an increase from the 10,514 from last year. The only decrease was in the semi-detached style dwelling type which YTD sits at 836 units down from last year at 1,094.

Alberta's rate of inflation was 6.8% (Q3, 2022) higher than Q3 last year when the rate of inflation was 4.7% while the national average was up 6.9%. In Alberta, all broad categories increased, with Energy (+13.6%) and Food (+10.3%) increasing the most.

In October 2022, Alberta's seasonally adjusted unemployment rate was 5.2%, a decrease of 0.3 percentage points from September

2022, and down 2.6 percentage points from October 2021. The national unemployment rate was 5.2% in October 2022. The unemployment rate stood 10.7% below the peak from June 2020 and is below the long-run average. There were 8,100 fewer full-time jobs in October 2022 compared to a month earlier.

We expect pricing on multi-family properties to remain like 2021 pricing with a potential to decrease slightly if rents do not increase with inflationary pressures. We still expect capitalization rates hovering around 5.5%. With the vacancy decreasing and rents increasing due to demand this may be enough to offset increases in debt servicing and the rising costs of running a rental property. On certain assets, location and quality will still yield a premium as demand increases. Expenses are being monitored intently as insurance cost, property taxes, and utility cost are still affecting the bottom line for landlords. The cost of financing continues to be monitored as rate increases have become the expected course of action to combat inflation. Approval times continue to be a factor with CMHC financing taking longer than in previous years.

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

*Source: Cushman & Wakefield Edmonton
Research, Alberta Government, CMHC, The
City of Edmonton*



ARLA

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

President: Christopher Batdorf

Past President: Paul Jones

1st Vice President: Kate Brisson

2nd Vice President: Marisa Redmond

Secretary / Treasurer: Raphael Yau

COMMITTEES & DIRECTORS

Constitutional: Bethany Fredeen

Education & Conference:
Marisa Redmond / Bernard Streeper

Government Liaison: Sonny Mirth

Membership & Benefits:
Christopher Batdorf & Sabrina Wilson

Rental Gazette:
Raphael Yau & Tania Andrushko

Program & Social Committee:
Carolyn Flexhaug & Kate Brisson

Public Affairs & Social Media:
Jonathan Bussey

Director: Roxanne Johnson

ALBERTA RESIDENTIAL LANDLORD ASSOCIATION

#208, 10544 - 106 Street
Edmonton, Alberta T5H 2X6

780-413-9773
www.albertalandlord.org
www.suitesmarts.ca

STAFF

Donna Monkhouse
Executive Director
donna@albertalandlord.org

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

Kelsy Demeria, Administrative Assistant
kelsy@albertalandlord.org



EXECUTIVE DIRECTOR REPORT WINTER 2022

BY DONNA MONKHOUSE, EXECUTIVE DIRECTOR

MEMBERSHIP RENEWAL TIME

It's that time again to renew your ARLA Membership for

2023. We have recently sent out all the invoices along with a recap of 2022. If you have any questions regarding the 2023 membership renewal, 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 2023.

2022 was a busy year for ARLA as membership continued to grow and we strive to deliver the most value for your dollar. We are proud of the work we have done, and we hope you continue to see the need to belong to an organization that advocates for your needs and provides training, information, and fun networking opportunities.

The dates for our Trade Show & Awards Luncheon/BBQ/Golf and AGM are highlighted in this issue of the Rental Gazette. Mark your calendars so you don't miss these. Seminars/Webinars and Luncheons will remain, and we hope that there is something of interest for everyone.

Membership in ARLA is one of the least expensive ways to gain knowledge of the Residential Rental Industry and is a great resource. Your questions are welcome at ARLA, and we will find out whatever information is

available to assist you should you be slightly unsure of your position including dealings with tenants and government.

ANNUAL AGM & BOARD ELECTION RESULTS

ARLA's Annual General Meeting was held on November 25, 2022.

We would acknowledge the retirement of Sonny Mirth & Tania Andrushko from the ARLA Board of Directors. We thank them for their commitment.

We are pleased to announce the new Board of Directors for 2023 and look forward to working with everyone:

- **Christopher Batdorf**, E4C
Past President & Co-Chair: Rental Gazette
- **Kate Brisson**, Inland Property Management
President & Co-Chair: Program & Social
Chair: Ethics
- **Bernard Streeper**, Avenue Living
1st Vice President & Co-Chair: Education & Conference
- **Marisa Redmond**, E4C
2nd Vice President & Chair: Education & Conference
- **Raphael Yau**, Cushman & Wakefield
Secretary/Treasurer & Chair: Rental Gazette
- **Carolyn Flexhaug**, Cornerstone Management
Chair: Program & Social
Co-Chair: Audit
- **Roxanne Johnson**, McLeod Realty

Co-Chair Program & Social
Co-Chair: Ethics & Audit

- **Bethany Fredeen**, Deveraux
Chair: Constitutional
Chair: Audit

- **Jonathan Bussey**, Boardwalk
Chair: Public Affairs
& Social Media

- **Dan Posa**,
Coinamatic
Co-Chair:
Membership
& Benefits

- **Heidi Besuijen**, RMRF
Chair: Government Liaison

- **Paul Jones**
Co-Chair: Constitutional

- **Sabrina Wilson**, Wisteria Homes
Chair: Membership & Benefits



We also added some of the membership to our committees. This will give us more involvement from our membership and with that more ideas and ways to do things. We look forward to working with the following on our committees:

Johanna Stauffer, CIVIDA
Social & Programming / Ethics Committee

Lesa Eshgaghi, Realstar
Education & Conference

Sladjana Jankovic, Osgoode
Social & Programming
/ Ethics Committee

CONTINUED PAGE 5



Board of Directors from L to R - Donna Monkhouse, Jonathan Bussey, Paul Jones, Christopher Batdorf, Marisa Redmond, Bethany Fredeen, Raphael Yau, Carolyn Flexhaug, Kate Brisson, Brittany Dorado, Roxanne Johnson, Kelsy Demeria, Dan Posa, Bernard Streeper. Missing; Sabrina Wilson, Heidi Besuijen

DIRECTOR'S REPORT: CONTINUED

Steven Knight, Mosaic Homes
Public Affairs & Social Media / Ethics
Committee

Augustine Frimpong, Weidner
Education & Conference

Ryan Bubenko, Paul Davis
Membership & Benefits

Sameer Thawer, Ecopest
Membership & Benefits

WHAT ELSE IS HAPPENING AT ARLA'S OFFICE?

- We are keeping apprised of the City of Edmonton Council issues and the Alberta Government to ensure we are on top of anything that will affect our membership.
- We attend and represent ARLA members at ARTAC and Safety Codes Council
- We are working to ensure our membership's voice is heard when there is something that needs to be discussed.
- 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 or concerns, please let us know and we will do our best to make sure we are heard.

- We continued to bring in new members to benefit everyone - please make sure you look at all our Service members on our website!
- We added new information and resources to our website as well - Please visit www.albertalandlord.org.
- We continue to update our membership on issues with the City of Edmonton, Alberta Government and Market Updates via Broadcasts monthly.

AND THAT'S A WRAP FOR 2022 (IT WENT BY SO FAST!) I would personally like to thank the Board of Directors for a great 2022.

My thanks to Brittany Dorado who has worked beside me to provide quality service to our members and partners in the industry and as well, Kelsy Demeria who joined our team in March 2022 and has made an impact on our membership as well, in a good way!

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

{ *"Dear Santa, I've been good all year. Most of the time. Once in awhile. Nevermind, I'll buy my own stuff."* }



AGM & CHRISTMAS LUNCHEON HIGHLIGHTS

ARLA members got together on November 25, 2022 at the Chateau Louis Conference Centre for the AGM and some Holiday Cheer. The room was filled with over 200 members. There was fun, drinks, food, entertainment and lots of prizes that were enjoyed by everyone.

The photo booth was a lot of fun as well and here are some highlights from those photo's. You can find all of these on our Facebook page too!



AGM & CHRISTMAS LUNCHEON HIGHLIGHTS



Thank you to everyone who joined us for the event and thank you Rapid Fire for making us laugh! I sure needed that!



THANK YOU

Once again, thank you for joining us on this fabulous day! And check out our Facebook page to see all the photos!

**WE WOULD LIKE
TO THANK ALL OUR
SPONSORS FOR THEIR
GENEROSITY FOR THIS
SPECIAL EVENT!**





WHAT TO DO WHEN A TENANT REFUSES TO PAY

BY BRIAN SUMMERFELT, PRESIDENT & CEO, AFFINITY CREDIT SOLUTIONS

With inflation continuing to surge and recession setting in, the tenancy landscape has become

more confusing than ever for landlords and tenants alike. Many Albertans struggle to pay for groceries, medication and clothing, creating genuine hardships in paying for remaining essentials – including rent.

The resulting affordability crisis often positions landlords as the villain, demanding payment during tough economic times. Yet property owners are also suffering, facing higher interest rates and rising costs from utility providers, property managers and maintenance companies.

When a tenant refuses to pay or disputes costs for damages in Alberta, there is a rigid process to follow. It begins at the **Residential Tenancy Dispute Resolution Service (RTDRS)**. The RTDRS is faster, less complicated and less expensive than going through the provincial court system.

How do I make a claim at the RTDRS?

The RTDRS offices continue to conduct all hearings by phone. You can make an application online using the RTDRS eFiling system available by searching RTDRS and following the links. The system enables you to submit applications, track one or more cases, and upload supporting documentation.

The RTDRS accepts applications of up to \$50,000, as long as they are made within two years of the potential claim being discovered. In your application you will be expected to provide an accounting of costs and damages, with evidence (such as photos), as well as cleaning or repair bills to support your claims.

At the hearing, the matter is normally dealt with conclusively with a written decision, usually an order to pay, which may include a payment schedule. The order may also require the tenant to pay the RTDRS filing fee of \$75.00. In some cases, a subsequent hearing is scheduled for a later date.

It is important to remember that the Dispute Officer may decide to award the judgment in favour of the tenant, in which case the order

to pay is issued to the landlord. Samples of prior judgments can be viewed at the RTDRS website.

Do I have to serve the tenant?

Yes, once your application is filed, you must deliver a copy to the tenant, known as “the respondent.”

You must also serve the order to the tenant. If you fail to do so, the order is not valid and cannot be enforced. While it is always easiest to serve a tenant who is still in the property, the landlord has up to 10 years to serve an order before it expires.

Do I have to report the order to a credit bureau?

A private individual is not able to report an order to Equifax or Transunion (the major credit reporting agencies in Canada). The court house can report orders to these credit bureaus but may not do so, and reports sometimes fail to appear. As a credit bureau member, Affinity Credit has the ability to report to both Equifax and Transunion.

Does an order ensure I will be paid?

Sadly, even if you receive an order to pay in your favour, the biggest challenge can be to

collect on it. Enforcement may take years to complete, and sometimes nothing is paid at all.

What can I do to make tenancy collection easier and more likely?

The best way to maximize your chances of success is to be proactive, which means laying the groundwork prior to turning over the keys. Require each tenant to complete a standardized application, on which you collect information such as full name, date of birth, bank info, employment documents and photo ID. Always call current and previous landlords and employers to verify the prospective tenant's history and claims. (Be aware that some incomes such as pensions, AISH and social assistance can't be seized in enforcement.) While you must not discriminate, it is important to recognize the limitations to your enforcement capabilities.

When it comes to enforcement, the easiest and most effective route is to work with a specialized tenancy debt collection agency. Most generalist agencies do not take on tenant debt and few that do have the expertise to manage tenancy files effectively. Affinity Credit is Alberta's most experienced tenancy debt collection agency. You can learn more and get started online at AffinityCredit.ca.

ENJOY THE BENEFITS OF MEMBERSHIP



**DON'T FORGET
TO RENEW
YOUR
MEMBERSHIP!**

2022 was a busy year for ARLA as membership continues to grow and we strive to deliver the most value for your dollar. We are proud of the work we have done, and we hope you continue to see the need to belong to an organization that advocates for your needs and provides training, information, and fun networking opportunities.

Again, thank you for your trust, support, and sponsorship throughout 2022 - we appreciate it (and you) and look forward to seeing you in 2023!

Thank you!
Donna Monkhouse, Executive Director



ALL ABOUT RENTAL FEES: REFUNDABLE VS NON-REFUNDABLE

BY JUDY FENG, STAFF LAWYER, CPLEA

CPLEA has been hearing lately about confusion over fees that landlords are charging tenants. There also seems to be confusion about whether increasing fees triggers rent increase notice rules under the Residential Tenancies Act (RTA) in Alberta. While we may not have answers as to why there is such confusion, we hope to at least clarify the general law about fees through our two-part article series. The first part of this series will cover the law as it relates to refundable fees and non-refundable fees. Part two of this series will cover parking fees as well as fees for late payment of rent and breaking a lease.

To understand this area of the law, let's go back to basics. Forget about the different types of possible fees such as pet fees, key fees, re-rental fees, lake fees (yes, we saw this one in the caselaw) or fill-in-the-blank of whatever fee you can think of. The very first question to consider is whether a fee is refundable or non-refundable.

Refundable Fees: Subject to Security Deposit Restrictions

If a fee is refundable, then it forms part of the security deposit. The security deposit restrictions under the RTA apply - meaning that the total security deposit including refundable fees cannot be more than one month's rent. Key fees and pet fees are sometimes refundable fees or charges. For example, if a landlord charges \$1800 a month for rent, then the total security deposit including any refundable fees cannot exceed that amount.

Since we are talking about pet fees, what about pet rent? Sometimes we hear rumors about landlords charging pet rent. The RTA is not clear about whether it allows pet rent, and a judge has not clarified the issue. Depending on what the lease says though, it may be possible that a tenant renting with a pet will pay more rent than one renting without a pet.

Non-Refundable Fees: Likely Enforceable if Agreed To but Must be Reasonable

Unlike refundable fees, the security deposit restrictions under the RTA do not apply to non-refundable fees. The caselaw suggests that if parties agree to a non-refundable fee (such as a re-rental fee) in a rental agreement and it does not go against the RTA, then it is likely enforceable.

For example, in a case before Alberta's Residential Tenancies Dispute Resolution Service (RTDRS), one of the issues was whether the landlord was entitled to an unpaid non-refundable pet fee. The dispute resolution officer recognized that the RTA is silent when it comes to non-refundable fees. The officer decided that if the parties agree to pay a non-refundable fee for bringing another pet into the premises, then the agreement does not go against the RTA and is therefore enforceable.

Does this mean landlords can be a little creative and charge non-refundable fees at will? Not necessarily. Just because a landlord can charge a non-refundable fee does not protect them from a court or RTDRS reviewing the fee for reasonability. Any fees should reasonably reflect an actual cost recovery. The courts or RTDRS may not enforce a fee if it does not reflect actual cost recovery or if it exceeds cost recovery.

Practical Tips for Refundable and Non-Refundable Fees

What are some best practices for refundable and non-refundable fees? As mentioned in the RTA handbook, if a tenant feels a fee or charge is unreasonable, they can apply to the court or RTDRS for a remedy. As such, during the tenant application process and taking of the security deposit, landlords should clearly state:

- any additional fees or charges
- circumstances that will give rise to fees/charges, and
- whether the fees/charges are refundable or non-refundable.

For more on residential tenancies law in Alberta and CPLEA's Residential Tenancies Legal Information Program, go to: www.landlordandtenant.org. Funding for this project is made possible through a grant from the Alberta Real Estate Foundation (www.aref.ab.ca).

LANDLORD RESOURCE TRADE SHOW & ARLA ACHIEVEMENT AWARDS

May 12, 2023

9:00 am – 3:00 pm
Chateau Louis Conference Centre

SAVE THE DATE!



2023

Highlighted Events

12 MAY

Landlord Resource Trade Show & ARLA Achievement Awards
 Chateau Louis Conference Centre
 9:00 AM - 3:00 PM

14 JULY

Member Appreciation BBQ
 Victoria Park
 11:30 AM - 1:00 PM

15 SEPT

Golf Classic Tournament
 Sturgeon Valley Golf & Country Club
 9:00 am shotgun

24 NOV

AGM & Christmas Luncheon
 Chateau Louis Conference Centre
 Grand Ballroom
 11:30 AM - 2:00 PM

MORE INFORMATION

www.albertalandlord.org
brittany@albertalandlord.org



Refer a member who joins, and your name will be entered in a draw for a \$100 GIFTCARD!

Draw will be done every 4 months & announced in the Rental Gazette. You will also be acknowledged on ARLA's Social Media platforms as the winner!



ARLA

Alberta Residential Landlord Association

The Voice of the Residential Rental Industry

ALBERTA RESIDENTIAL LANDLORD ASSOCIATION MISSION, VISION AND VALUE STATEMENT 2022

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 95,000 + 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



UPCOMING EVENTS

JAN 18	Breakfast Meeting
JAN 26	Educational Webinar
FEB 10	RTA Fundamentals Webinar
FEB 15	Educational Seminar & General Meeting Luncheon
MAR 10	Educational Webinar
MAR 15	Educational Seminar & General Meeting Luncheon

THE ALBERTA RESIDENTIAL LANDLORD ASSOCIATION

RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY

Business Card Ad
1 Issue \$120 / 4 Issues \$400
(Save \$80)

1/4 Page Ad
1 Issue \$220 / 4 Issues \$700
(save \$180)

1/2 Page Ad
1 Issue \$400 / 4 Issues \$1200
(save \$400)

Full Page Ad
1 Issue \$600 / 4 Issues \$1880
(save \$600)



ARLA
Alberta Residential Landlord Association
The Voice of the Residential Rental Industry

 **ADVERTISE TODAY!**



ARLA
Alberta Residential Landlord
ASSOCIATION

The Voice of the Residential Rental Industry

**ALBERTA RESIDENTIAL LANDLORD ASSOCIATION
CODE OF ETHICS
PROFESSIONAL MEMBER 2022 &
PREFERRED SERVICE MEMBER 2022**

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.

DID YOU KNOW?



The original Elf on the Shelf was named Fisbee.

The Elf on the Shelf was inspired by the creators' own toy elf, Fisbee, who they grew up with in the 1970s. They told HuffPost that Fisbee "would report to Santa Claus at night and be back in a different position in our house the next day."

What's the story behind the Christmas pickle ornament?

Many families take part in this quirky tradition, in which the first child to find the pickle on Christmas morning gets to open the first gift. According to Today, the custom was created to keep kids from rushing through present-opening.



Off The Ledge

Edmonton's Premier
Window Washing
Eavestrough Cleaning
Pressure Washing



587 873 - 2020
www.offtheledge.ca
contact@offtheledge.ca

HOWEVER YOU'RE FEELING
THIS CHRISTMAS,
ALWAYS KNOW YOU ARE
NOT ALONE

#NotAlone



1-866-976-2626

www.ivisconstructioninc.com



The Right People, The Right Equipment, The Right Choice

Servicing the Underground Infrastructure Since 1996

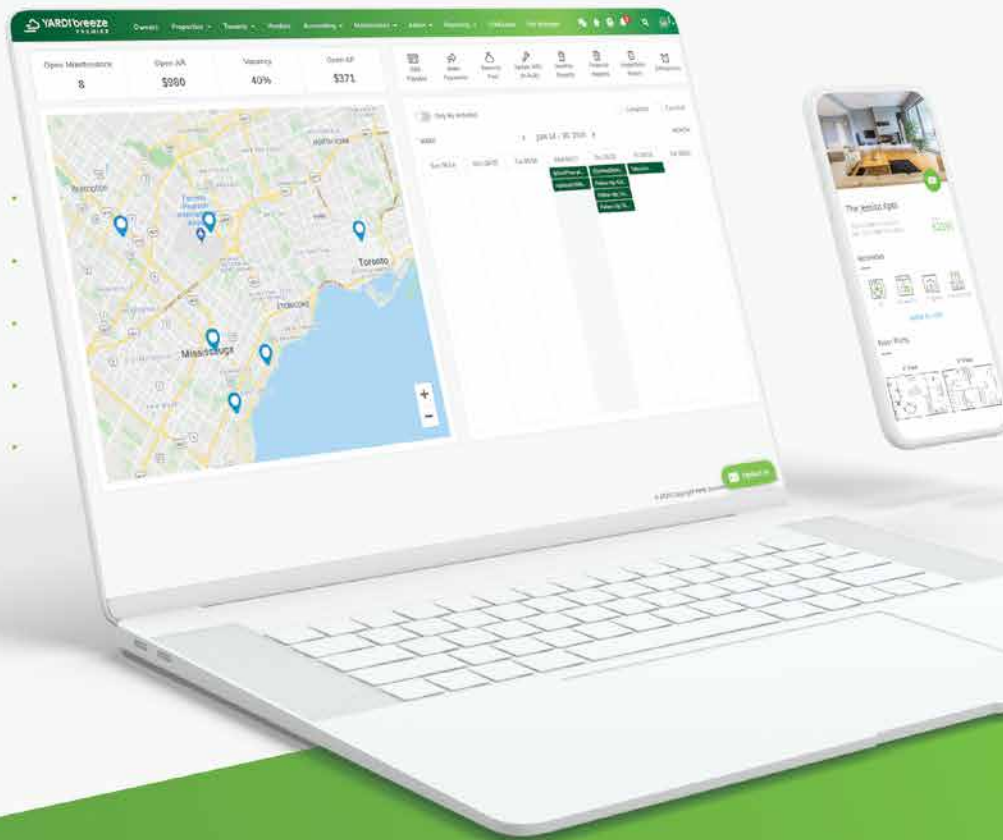
- Secondary Utility Locates/GPR
- High pressure flushing/vacuum
- CCTV (camera) inspections of sewer lines
- Lift Stations-maintenance & refurbishing
- Hydro excavating utilities, piles, trenching
- High Rail Unit for hydrovac, flushing, vacuum
- Relining of sewer lines, storm lines, laterals, T-liners, manholes and lift stations and potable water lines

Residential • Commercial • Municipalities • Industrial



Introducing the next generation

Discover **intuitive** & **powerful**
residential & commercial property
management software



Get a personalized demo to see why Yardi Breeze Premier
is the perfect tool to run your business from anywhere

YardiBreeze.ca | (888) 569-2734

COMMERCIAL GLASS REPAIR
Sealed Units • Spandrels • Storefronts



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

**ALL
REACH
GLASS**

SERVICES INC.

780.483.9561

www.allreachglass.com

Window & Door Specialists



**REYNOLDS MIRTH
RICHARDS & FARMER**



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

www.rmrf.com | p. 780.425.9510 | tf. 1.800.661.7673



ARLA Members Save More With Westland Mygroup

Take advantage of your exclusive, discounted rates on home and auto insurance from Westland MyGroup.

Click or call for a quote today
westlandmygroup.ca/ARLA
1-844-999-7687

Why Choose Us?

We provide education, resources, access to professionals, and government advocacy for our members!

We are your condo connection!



Education

We provide education through seminars, lectures, courses, and conventions, and enhance the development and understanding of condominiums.



Advocacy

We represent condominium interests to all levels of government. We develop and maintain contact with similar associations, locally, nationally, and internationally in order to exchange information for the mutual benefit of all groups involved in condominiums.



Communications

We publish newsletters, videos, books, and periodicals improving communications with the public concerning condominium matters. Stay in touch across our social channels too!



Events

We host regular educational, networking, and social events, as well as an annual Condo Golf Mixer and the Alberta Condo Expo (ACE), the largest of its kind in Western Canada.

Join today and get up to 3 months enjoy the many benefits of membership.

(780) 453-9004
info@ccinorthernalberta.com
ccinorthernalberta.com



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



Platinum member



00021710.25.18

PAUL DAVIS[®]
RECOVER • RECONSTRUCT • RESTORE



Paul Davis Edmonton is equipped to clean up and restore your property when impacted by flood, fire, storm, or mould. We want to get your life back to normal.

780-454-4047 pauldavis.ca/edmonton

©Paul Davis Restoration, Inc. Each franchise office independently owned and operated.



**ALBERTA'S
EVICITION
EXPERTS**

BAILIFF

Eviction Notices
RTDRS Representation
Court Order Enforcement
Recovery of Tenant Arrears
Landlord Distress Seizure
Garnishment



CONSOLIDATED
civil enforcement

www.ccebailiff.ca (780) 448-5833 RTPS@ccebailiff.ca



Elements
Roof
Management
Consulting
BY WADE ENGINEERING



**AGING ROOF...
DEFERRED MAINTENANCE... LEAKS
PRE-PURCHASE CONCERNS?
REPLACEMENT NOT IN YOUR PLAN?**

GET YOUR FREE QUOTE TODAY



Schedule
Maintenance



Reduce Roof
Repair Costs



Extend
Service life

SERVICES:

Roof Condition Report | Roof Inspection Services
Roof Area Management Programs
Roof Specifications
Inspections of Work in Progress

Contact Leslie Pilotte
780-486-2828 Ext.260
lpilotte@ermc.ca

ERM.CA



**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/



Conserve energy and save money by submetering your multi-unit property. **Utilities management, solved.**

Call on us today!

Solution 105

780.429.4774 ○ INFO@SOLUTION105.COM ○ SOLUTION105.COM

A BETTER *bath remodel*

BOB WEIR

Commercial Sales Consultant

☎ 403-554-1287

✉ bweir@bathfitter.ca

BATHFITTERALBERTA.CA



An alternative property management solution.

entrata

[Learn More](#)



JOIN US NOW AND ENJOY OUR DISCOUNTED RATES

2023 PROMOTION!

CONTACTS:

Vice President (Residential)
Paul A. Jones CPM®, ACM, Associate, Partner
paul1@ayreoxford.com

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

President / Broker
Rose M. Evans, AMO®, Executive CPM®, ARM®, ACM, Broker, Partner
roseevans@ayreoxford.com

Or fill out our Request for Proposal on line @ 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.

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



One Month Free Professional Property Management
**New Clients, with a Minimum 1 Year executed Management Agreement

*Valid from December 1st, 2022, thru to March 31st, 2023



Existing Clients', refer a friend and receive a free thank you gift!

Real Estate Professionals, please ask about our Brokerage referral policy!



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

An Accredited Management Organization® (AMO®)



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



Since 1978

CALGARY, AB

403-571-1200

EDMONTON, AB

780-822-1200

REGINA, SK

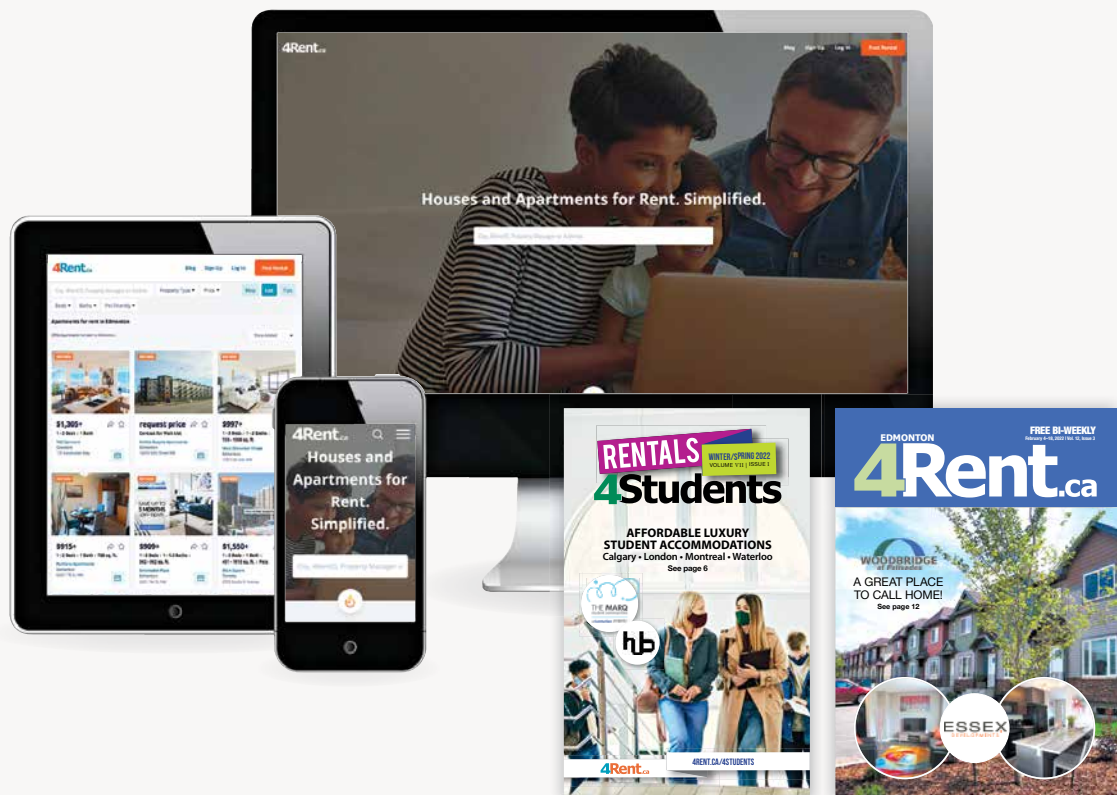
306-751-4868

SASKATOON, SK

306-934-6116

www.lydale.com

Fill your vacancies faster



Combine the power of targeted print and online advertising with 4Rent.ca to ensure you're reaching your best prospects.

4Rent.ca

APARTMENT RENTALS SIMPLIFIED – NATIONWIDE

Carolyn Porteous | carolyn@mediaclassified.ca | 780.984.4902

BEING A PROPERTY MANAGER IS EASY

It's like riding a bike.

Except the bike is on fire.

You're on fire.

Everything is on fire.



CUSHMAN &
WAKEFIELD
Edmonton

COMMERCIAL REAL ESTATE

APARTMENT SALES

LAND SALES



RAPHAEL YAU
Senior Associate
(780) 917 8326
raphael.yau@cwedmonton.com

Suite 2700, TD Tower
10088 - 102 Avenue
Edmonton, AB T5Y 2Z1
www.cwedmonton.com



Alberta's Tenant Collection Experts

for Landlords & Property Managers

Tenant Debt Can Be Extremely Hard to Collect

After a tenant has abandoned the premises or been evicted, it can become nearly impossible for a landlord or property manager to recover unpaid rent.

At Affinity Credit Solutions, we're Alberta's landlord focused collection agency with deep expertise in collecting overdue lease payments and rent arrears.

TF 1-866-759-8027

AffinityCredit.ca



AFFINITY
CREDIT SOLUTIONS

7 Steps to Consider When Choosing a Property Management System

o o o o o o o o

Finding the right property management software lessens the day-to-day burden of keeping up with the endless stream of tasks. But how should you evaluate the many options on the market? While the market is full of software options, there's a process you can follow that will lead you to the ideal platform for your business.

[Download the eBook](#)



ASK A CONTRACTOR: WHAT IS CO (CARBON MONOXIDE) AND HOW DO I ENSURE MY UNITS ARE SAFE?

BY PEAK HYDRONICS AND PEAK SEWER & UNDERGROUND SERVICES

Carbon monoxide poisoning occurs when carbon monoxide builds up in your bloodstream. When too much carbon monoxide is in the air, your body replaces the oxygen in your red blood cells with carbon monoxide. This can lead to serious tissue damage, or even death.

Common mechanical equipment that may produce CO: furnaces, hot water tanks, boilers and make-up air units). Carbon monoxide occurs from incomplete combustion of fossil fuels. Carbon monoxide is vented

to the outdoors but incases of a cracked heat exchanger or venting issues (incorrect location, type, or termination) this gas can be forced back into the mechanical room and/or be spread or blown throughout the residence.

Since Carbon monoxide is colorless, tasteless, and can be non-irritating the use of detection devices is critical. We suggest that all mechanical rooms and residences have CO detectors. Gas fired

appliances and flue systems require annual inspection. As part of this inspection, a CO test using an appropriate measurement device can be performed. Handheld CO detection devices can be used in living spaces, near vents and in mechanical rooms, as part of an inspection or to provide peace of mind when addressing a CO concern.

Concentration	Symptoms
35 ppm (0.0035%)	Headache and dizziness within six to eight hours of constant exposure
100 ppm (0.01%)	Slight headache in two to three hours
200 ppm (0.02%)	Slight headache within two to three hours; loss of judgment
400 ppm (0.04%)	Frontal headache within one to two hours
800 ppm (0.08%)	Dizziness, nausea, and convulsions within 45 min; insensibility within 2 hours
1,600 ppm (0.16%)	Headache, tachycardia, dizziness, and nausea within 20 min; death in less than 2 hours
3,200 ppm (0.32%)	Headache, dizziness and nausea in five to ten minutes. Death within 30 minutes.
6,400 ppm (0.64%)	Headache and dizziness in one to two minutes. Convulsions, respiratory arrest, and death in less than 20 minutes.
12,800 ppm (1.28%)	Unconsciousness after 2-3 breaths. Death in less than three minutes.

Organization	Period	CO level	Notes
ASHRAE	8 hrs	9 ppm	from Standard 62.2-2013
USEPA	8 hrs 1 hr	9 ppm 35 ppm	NAAQS (outdoor air) " "
ACGIH	8 hrs	25 ppm	Threshold Limit Value (*)
NIOSH	8 hrs 15 min	35 ppm 200 ppm	Recommended Exposure Limit (*) Short-term Exp. Limit (*)
OSHA	8 hrs	50 ppm	Permissible Exp. Limit (*)
WHO	24 hrs 8 hrs 1 hr 15 min	6 ppm 9 ppm 30 ppm 87 ppm	indoor air " " " " " "

(*) above indicates a standard for an occupational situation



30 MINUTE 7 LAYER SALAD

Don't Lose This Recipe! Ingredients:

1 pound bacon
1 large head iceberg lettuce - rinsed, dried, and chopped
1 red onion, chopped
1 (10 ounce) package frozen green peas, thawed
10 ounces shredded Cheddar cheese
1 cup chopped cauliflower
1-1/4 cups mayonnaise
2 tablespoons white sugar
2/3 Cup grated Parmesan cheese

Directions: Add bacon in a large skillet and cook over medium-high heat until evenly brown. Crumble and set aside. Place the chopped lettuce in a large flat bowl, layer with onion, peas, shredded cheese, cauliflower, and bacon on top. Prepare your dressing by whisking the mayonnaise, sugar, and Parmesan cheese together. Drizzle over salad, refrigerate until chilled.





ENERGY MARKET UPDATE WINTER 2022

BY CAMERON MITCHELL, VP, FORECASTING & ANALYSIS, SOLUTION 105 CONSULTING LTD.

Electricity

Alberta's floating electricity rate in 2022 will no doubt eclipse the record

high set in 2021, setting a new record around \$160/MWh (16 cents per kWh). What does 2023 hold? Well, if the forward market is any indication, more of the same. 2022 saw electricity rates soar to the highest levels since deregulation began in Alberta in 2001, 50% higher than the previous high (2021 was \$102/MWh).

2023 spot rates are expected to be similar to 2022, with rates averaging around \$150/MWh, or 15 cents per kWh... super high. Thankfully, there are several good retail offers available to residential and small commercial consumers (those who use less than 250,000 kWh/yr). As of December 6, we are recommending many small electricity consumers to move to either EPCOR's Encor 5-year rate of 9.89 cents per kWh if they do not already have a fixed rate in place. One

other alternative is Abode Power - they have an 8.99 cents per kWh option on a three-year term but require pre-authorized debit and a deposit. Both Abode and Encor allow for free termination. So, if something better comes along, the switch is easy.

Larger consumers will have a harder time finding such a good rate. We are presently working with large users and are seeing 1-year rates in the 17 cent per kWh range, 3-year rates in the 12 cent per kWh range, and 5-year rates in the 10 cent per kWh range. From our perspective, a 5-year term offers initial savings compared to the current market, and long-term stability - but one size does not always fit all.

Natural Gas

Natural gas rates have also increased dramatically compared to the last few years, with 2022 floating rates averaging nearly \$6/GJ. However, this is not too far outside where gas rates have been if we look back beyond the last 10 years.

2023 to 2027 are expected in the \$4.50/GJ range, and since we found no better residential and small commercial options than Enmax's EasyMax 5-year rate of \$5.79 per GJ, it may be best to simply float on Direct Energy's Regulated rate. That said, this winter is expected to be very close to \$6/GJ, so the Enmax offer might make sense for some relief until March 2023.

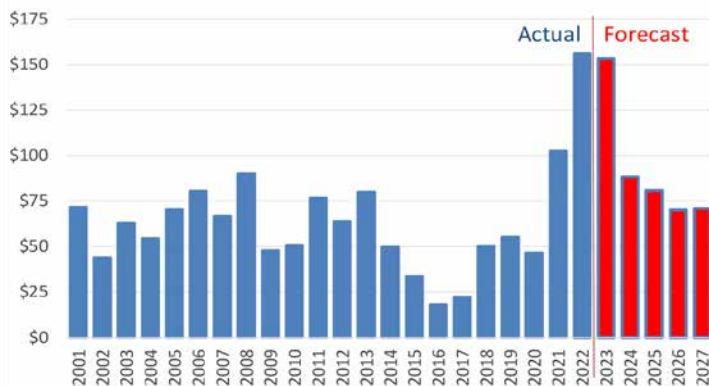
For larger users (use over 2,500 GJ per year), we have seen slightly better fixed gas rates available in the competitive marketplace. 1-year rates in the \$5.50 per GJ range, and 3-year rates and 5-year rates in the \$5.00 per GJ range.

If you are looking for expert independent advice, feel free to get in touch with our team at Solution 105!

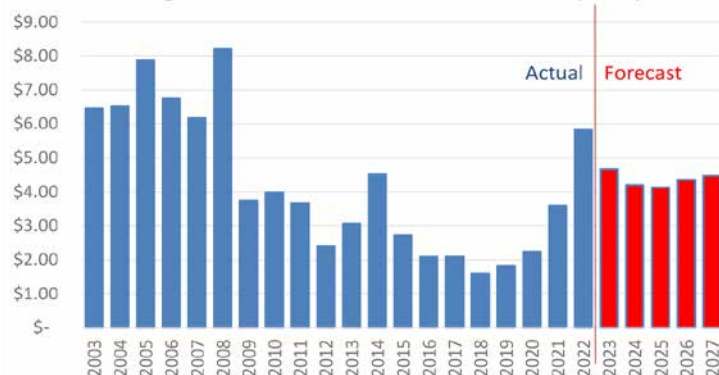
Cameron Mitchell, B.Sc. (Math & Finance),
MBA (Natural Resources & Energy)

VP - Forecasting & Analysis,
Solution 105 Consulting Ltd.
mitchell@solution105.com

Average Annual Alberta Electricity Rate (\$/MWh)



Average Annual Alberta Natural Gas Rate (\$/GJ)



Winter-proof your workplace – Employee tips



- Focus on your footing
- Walk like a penguin
- Don't use your cell phone when walking
- Use handrails
- Be aware of changes in walking surfaces
- Free up your hands
- Report unsafe conditions
- Use authorized paths
- Step down off curbs, not out
- Step down not out of car
- Wear appropriate footwear

SECURITY DEPOSIT INTEREST RATE 2023

RESIDENTIAL TENANCIES ACT

MOBILE HOME SITES TENANCIES ACT

The rate of interest to be paid on tenant security deposits by landlords, effective January 1, 2023, will remain at 0%. Landlords must pay any interest owing 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 Financial's rate for cashable one-year guaranteed investment certificates on November 1, 2022 was 2.90%.

For more information, contact Service Alberta's Consumer Contact Centre at 1-877- 427-4088, or by email at rta@gov.ab.ca.

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 at <http://www.servicealberta.gov.ab.ca/interest-chart.cfm>



www.suitesmart.ca

- ✓ Learn the rights and responsibilities of landlords and tenants in Alberta
- ✓ Issues such as security deposits, types of leases and notice periods and so much more
- ✓ 7 hours of online learning accessible 24/7
- ✓ 9 training modules
- ✓ Reduces your off-site training costs
- ✓ Certificate of completion when you pass the exam



Non-members \$79.95
Members \$19.95

Become a member &
save \$60 on this course!

www.albertalandlord.org
brittany@albertalandlord.org
780-413-9773

*Merry New
Members!*

1036519 Alberta Ltd

Ali Allidina

APOLLO Insurance

Aslan Behnamian

Balcony Holdings Inc.

Bath Fitter

Bindu Bonneau

Cheyenne Swanton

Clare Denman

Corner Manor

Entrata Inc.

Hyphen Group

IVIS Construction Inc

Jamal Gilani

Jane & Shawn Kubiski

Juan Lu

Karra Kraychy Real Estate

Kompass Investments Inc

Linda Munroe

Meyers Realty Inc O/A Meyers
Management Consulting Group

Mi Property Portal

Michelle Chaffee

Michelle Clarke

Mitchell Bokenfohr

Monique Leroux

Nikola Medved

Off The Ledge Inc.

Rainy Noyes

ServiceMaster Restore

Suzan Leuenberger

Thy Nguyen

Toluwanise Adesanwo

Wayne Comer

Wisteria Homes Inc

Xiao Liu Xu



ELECTRIC SPACE HEATER SAFETY

BY RYAN BUBENKO, PAUL DAVIS RESTORATION EDMONTON

When fall turns to winter, Albertans reach for the previous cold season's gear; winter clothing, ice scrapers, snowblowers, and shovels.

And space heaters! Electric space heaters have become a convenient option to increase the comfort of a specific area. Some examples include: a basement family room in an old building with thin frost walls and single-pane windows, a living room with a poorly insulated bay window, or a garage that could use some temporary heat to make an evening task more manageable. Continued demand for space heaters has resulted in improvements in how these are constructed. (One notable safety feature on many current models is Tip-Over Protection, where the heater is equipped with a sensor that turns the heater off if it gets knocked over or is placed on an uneven surface). Though heaters are generally better now, caution must be exercised when using them.

Like other appliances purchased for your home, instructions accompany the unit. Whether these exist on the outside of the packaging, inside on a sheet, or somewhere on the unit itself, some combination of the guidelines below tend to appear from one unit to the next (with a few of my own thoughts added):



- Do not leave the unit unattended (don't go to sleep, don't leave home).

of multi-outlet extension cords can curb a tendency to do this. If an extension cord is required, look for a minimum cord rating recommendation on the heater itself (a smaller cord may overheat).

- Do not run the cord under floor coverings, or beneath furniture or other appliances.
- Do not place the heater where small children or pets can reach it (minimize the risk of burns or the heater being bumped towards flammable materials).
- Do not operate the heater with a damaged cord or plug, or after it has been dropped or damaged. Discard or have it inspected at an authorized service facility.

I'll point to an excellent piece of advice offered in a Desjardins Insurance Space Heater Safety Blog:

"Make sure to choose a unit that is labelled by a recognized testing laboratory, like the Canadian Standards Association, Intertek, or Underwriter Laboratories. If you choose a product that's listed or labelled by one of these trusted laboratories, you can rest easy knowing that it's been constructed following the proper national safety standards, and that its performance has been thoroughly tested and approved".



The list above is not exhaustive! Please refer to the care instructions provided when you purchase a space heater.

For more information please feel free to contact Ryan Bubenko at Paul Davis Restoration Edmonton at Ryan.Bubenko@pauldavis.com

- When turning a heater off, unplug it as well (protect yourself against a switch that could fail and turn the unit on when you're not around).
- Do not operate the unit near flammable materials (bedding, drapes, paper).
- Place the heater on a hard, flat surface (so it won't tend to fall over).
- Do not operate the heater near water (these heaters pose a shock hazard).
- Do not overload a circuit by operating several appliances at once. Avoiding the use

THE ALBERTA RESIDENTIAL LANDLORD ASSOCIATION

RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY

YOUR AD COULD BE HERE!

CONTACT US!

www.albertalandlord.org

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

2022 Sponsors!

Website, Seminar, Webinar &
General Meeting Luncheons



TREE OF KNOWLEDGE (TOK)
Engineering & Consulting Services

Thank you!



Gerald Tostowaryk - Century 21 Urban Realty



COMPLETE CARE
RESTORATION



Edmonton Eviction Services Inc.



TRU North
Restoration



INSURANCE CLAIMS & LOSS PREVENTION

PROTECTING & INSURING YOUR MULTI-FAMILY PROPERTY
FOR THE WINTER MONTHS

AMBER BAMFORD, CIP, COAST CLAIMS INSURANCE SERVICES



SNOW & ICE

Property owners have the highest duty of care to ensure that they protect those individuals that come onto the property (whether invited or not). That duty of care includes ensuring sidewalks, parking lots and parking stalls are clear of ice and snow. Preventative measures/ steps are required by the building owner/ manager to reduce foreseeable and unforeseeable hazards and risks.

PREVENT & PROTECT

Make a plan and set protocol

- Who, When, What and How
 - Snow removal within 24 hours from when the snow falls
 - Icy/ problem areas should be checked daily
 - What equipment will be used (shovels, ice-melt, sand/gravel, third party snow removal company)
 - Who will be completing the snow removal (maintenance/ third party vendor)
 - Keep track of ALL actions takenKeep detailed log records
 - Photographs say a thousand words
Always take PHOTOS of conditions before and after
- Provide accessible sand/gravel in parking lot/ common areas for ease of access for all

TIPS - CONT'D

- **Consider hiring a third party vendor/ snow removal company**
 - **Be clear on what services are included in their contract**
 - **Sign a contract!**
 - **Who has a duty to insure? Does vendor's certificate of insurance include your property on their policy coverages?**
- **Talk to your Insurance Broker**
 - **Your Broker is here to help you and provide you with a options to best protect your property in the event of a loss**

FROZEN PIPES

Frozen pipes in your property can occur for a number of reasons:

- Open windows/ patios
- Building drafts/ window failure
- Inadequate insulation
- Temperature too low in units
 - Thermostat turned down
 - Abandoned units
- Failure or disruption of boiler/heating system
- Deteriorated pipes

PREVENT & PROTECT

- Provide your residents with winter maintenance prevention notifications
 - Reminding residents to:
 - Keep windows and patios closed
 - Keep thermostat within reasonable temperature for the regular heating season
 - Report any issues pertaining to heat to maintenance/landlord
- Conduct seasonal maintenance inspection of mechanicals including boilers and radiant heating systems
- Conduct a scheduled walk through of units and inspect windows and any areas of reported drafts
- Confirm proof of resident tenant insurance

LIABILITY & PROPERTY LOSSES

Even with the best protocols and loss prevention measures in place, property losses are bound to happen. We outline the following steps to mitigate and minimize resultant damages in the event of a loss, whether a slip and fall and/or pipe freeze water loss:

Slip and Falls:

- Create a checklist with your staff to ensure all key items are addressed/captured in the event of a fall
- If it is an active fall, prioritize the safety and wellbeing of the involved individual(i.e.) call 911, administer first aid if certified
- Create an incident report
 - Obtain contact information for the individual
 - Note environmental conditions such as the temperature and accumulation of snow/ice. Secure photos. Document the individual's condition such as footwear, any objects being carried, why are they on the property etc.
- Do not discuss liability until speaking with your Insurance Broker/ Adjuster

Pipe Freeze/Water Losses:

- Pre loss, be sure you have the name and contact information for a plumber and Restoration Contractor in the event of a loss
- Consider assigning a Control Adjuster to your building / property
 - Controls and decreases overall costs, ensures consistency, streamlines the process, saves Property Manager time and effort and available ASAP in the event of an emergency
- Upon the loss being reported, capture the damage and origin area with photographs(document & photograph resultant damages and area of origin)
- Secure insurance information from occupants
- Prepare an incident report
- Report the loss to your Insurance Broker & Control Adjuster

For more information on how Coast Claims can assist you in the reduction of costs and oversight of your losses, please contact me below to discuss.



AMBER BAMFORD, CIP
Senior Adjuster
C 587-990-5232 F 250-386-1473
10160-103 Street NW, Edmonton AB, T5J
www.coastclaims.com, abamford@coastclaims.com



CHRISTMAS SCRAMBLER



UNSCRAMBLE THE WORDS BELOW.



1. ahrtew

2. tnigergse

3. rmyer

4. oftyrs

5. tayrp

6. ttosneaip

7. eretalcbe

8. soanse

9. maiyfl

10. ljloy

11. tipisr

12. tiotsemle

13. rete

14. hlaodyi

15. eeirerdn

16. cyinehm

17. elsve

18. aasnt

19. cngtkoiss

20. sdel



WWW.THRIFTYMMOMMASTIPS.COM

- SERVICE MEMBER DIRECTORY -

4Rent.ca	carolyn@mediaclassified.ca	780-984-4902
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	780-450-4525
Alberta Facility Management	tennis@albertafm.ca	780-660-7338
Alberta Seniors & Community Housing Assoc	irene@ascha.com	780-439-6473
All Reach Glass Services Inc.	office@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	denis.trottier@amresupply.com	780-426-2673
Appliance Kingdom	info@appliancekingdom.com	780-498-7273
Bath Fitter	bweir@bathfitter.ca	403-554-1287
BFL Canada Insurance Services Inc.	hfarmer@bflcanada.ca	780-691-9424
Bird Construction	Bill.Hefford@bird.ca	780-452-4260
Brault Roofing (AB) Inc.	smcgregor@braulthooding.com	587-337-8447
C.L. Painting Inc	cl.painting@yahoo.ca	403-460-4240
Capital City Tree Service	Info@capitalcitytreeservice.ca	587-735-6363
Casa Housing Services	swatson@casahousing.ca	780-318-5383
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
Classic Landscapes Limited	trevor@classiclandscapes.com	780-485-0700
Cloverdale Paint Inc.	dpicariello@cloverdalepaint.com	604-551-8083
Coast Claims Insurance Services	abamford@coastclaims.com	587-990-5232
Coinamatic Canada Inc.	dposa@coinamatic.com	780-786-8388
Colliers Macaulay Nicolls Inc.	perry.gereluk@colliers.com	780-969-2979
Complete Care Restoration	jayson@completecarerestoration.ca	780-454-0776
Consolidated Civil Enforcement Inc.	amandam@ccebailiff.ca	403-698-8461
CRS Edmonton	mark@crsedmonton.com	780-540-9448
Cushman & Wakefield Edmonton	raphael.yau@cwedm.com	780-917-8326
CVG Canadian Valuation Group Ltd	cvg@canadianvaluation.com	780-421-4200
Damage Inc	wade@damage-inc.ca	780-589-0023
Davey Tree Expert Company of Canada	kevin.cassells@davey.com	780-433-8733
Delnor Restoration Services Ltd.	leannes@delnorrestoration.ca	780-929-4004
Done Rite Fire Protection Inc	info@doneritefireprotection.com	780-455-0255
DSC Construction Inc	nishal@dsc-construction.ca	780-459-0931
Duuu	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.	edmextern@gmail.com	780-466-8535
Elements Roof Management Consulting	lplotte@ermc.ca	587-416-0555
Enercare Home and Commercial Services.	Warren.Kuchta@enercare.ca	780-884-2742
Entrata Inc.	shylton@entrata.ca	647-995-7647
Entuitive	David.sirois@entuitive.com	780-7827316
First General Edmonton	moe.barzagar@firstgeneral.ca	780-903-0402
GlobalTech Group Ltd.	b.kemp@globaltechgroup.ca	780-453-3433
Heartland Environmental	1danrochette@gmail.com	587-920-9249
HKS Security Group	jennifer@hkssecurity.ca	780-216-2776
Hydro-Flo Plumbing & 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
Island Cleaning Co	kevin@islandcleaningco.ca	780-884-9170
IVIS Inc.	dolores@ivisinc.com	780-476-2626
Jayson Global Roofing Inc.	jonathan@jaysonglobal.com	780-438-0331
Jill Carberry-Feldman	jill@apollocover.com	403-862-2197
Karlen-Kada Integration Inc.	daniel@karlenkada.com	780-453-1362
Kone Elevators	philippe.petit@kone.com	780-452-9227
Lea Painting Ltd	aaafawaz@hotmail.com	780-934-0704
Linis Maintenance Services	mauryn@linis.ca	825-777-1181
Locnest Holding Inc.	jeremy@locnest.com	587-338-9907
Logixx Security Inc	mfinnelli@logixxsecurity.com	403-775-9198
Lowe's Group Rona	stephany.robinson@rona.ca	587-879-3140
Lydale Construction (Edmonton) LTD.	lbooth@lydale.com	780-443-8851
Major Pest Control	info@majorpestcontrol.ca	780-906-0911

Maysfield Appliance Repair Ltd	lburns@maysfield.ca	780-221-3243
Mi Property Portal	jahangir@mipropertyportal.com	416-206-2240
Mid-City Construction Management Inc.	lwatson@mid-city.ca	780-886-4114
Miraculous Maids Inc	info@miraculousmaids.ca	780-702-5387
NB Benny's Contracting LTD.	rebekah@nbbennys.com	780-660-2888
NeldaSchulte.com	nelda@neldaschulte.com	780-920-6478
OAB Reliable Carpet & Furnace Cleaning	oabcaretcare@live.ca	780-720-2007
Off The Ledge Inc.	cody@offthelledge.ca	587-873-2020
On Side Restoration	kwallace@onside.ca	604-293-1596
Orkin/PCO Services Corp.	tbarracough@orkincanada.com	780-483-3070
OSCO Mudjacking & Shotcreting Ltd.	accounts@oscomudjacking.com	780-469-1234
Paul Davis Restoration	Ryan.Bubenko@pauldavis.com	780-454-4047
Peak Sewer & Underground Services Ltd.	brad@peaksewer.ca	780-918-6696
Pop-A-Lock	info@frontinedefense.com	587-672-5625
PPS Building Services	JBFlortec@hotmail.com	780-699-7980
ProPc Inc.	rchatfield@proppcinc.com	780-475-7457
Propa	al-karim@propa.ca	403-605-5556
Prospect Plumbing and Heating Inc.	prospectyeg@gmail.com	780-782-2367
ProZone Ltd	admin@prozoneltd.ca	780-452-9777
Rahall Electric Ltd.	donna@rahallelectric.com	780-406-4800
Ram Mechanical Inc	sean@rammech.com	780-982-3171
Rapid Response Industrial Group Ltd.	mikew@rapidresponseind.com	780-996-6566
RE/MAX Comm. Capital Property Mgmt.	pri@rcrpm.ca	587-525-8900
RE/MAX Commercial Capital (Chris Davies)	chris@rcedm.ca	780-905-7562
Read Jones Christoffersen Ltd.	JMurphy@rjc.ca	587-744-0221
Regional Municipality of Wood Buffalo	Heidi.miller@rmwb.ca	780-743-7888
Rent Check Corporation	bjmaxwell@rentcheck.ca	416-365-7060
Rentokil Steritech Pest Control	sean.r.martin@rentokil.com	780-907-9680
Reynolds Mirth Richards & Farmer LLP	emirth@rmrf.com	780-425-9510
Scotia Wealth Management	marc.lupicki@scotiawealth.com	780-420-2277
Screen Savers Inc.	andrew@getmosaic.ca	780-818-6911
ServiceMaster Restore	jason.miller@smedmonton.ca	780-405-1342
Serv-It Process & Bailiff Services	tds.servit@shawbiz.ca	780-424-9020
Servpro of Edmonton Southside	efoy@servproedmonton.com	780-224-6075
Shel-Bar Electronic Industries Ltd.	info@shel-bar.com	403-275-7762
Signal 88 Security Edmonton	nlennie@signal88.com	780-863-4799
Skyline QS Consultants Ltd.	mduggan@skylineqs.ca	1-833-390-1040
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
Telus Communication Inc.	samantha.bibeu@telus.com	780-868-5904
The Garbage Man Waste Solutions	neil@tgmwaste.com	780-467-0278
Torlys Smart Floors	jody.kelly@torlys.com	780-913-5765
Trail Appliances Ltd./Commercial Ldry	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.	mbankey.tok@shaw.ca	780-434-2376
Tru North Restoration	michael@trunorthrestoration.ca	780-994-0504
Trusty Tree Services	info@trustytreet.ca	780-860-5500
Underground Disposal Systems Ltd	Ryan@undergrounddisposal.ca	780-680-3065
W.E. Greer Ltd	wegmarketing@wegreer.ab.ca	780-451-1516
Waste Connections of Canada	apedmonton@wasteconnections.com	780-464-9413
Westland - MyGroup	kcorkum@westlandmygroup.ca	587-337-4116
Westland Express	kcorkum@westlandexpress.ca	902-434-8734
Westview Village	ggriglak@lautrecld.com	780-447-3345
Wisteria Homes Inc	books@wisteriahomes.com	780-803-5345
World Floorcoverings	mikem@worldfloorcoverings.com	780-430-1405
Yardi Canada Ltd.	Jasmin.rodas@yardi.com	1-800-866-1144

Are You a Landlord in Alberta in Need of Professional 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.

WWW.ALBERTALANDLORD.ORG