



March 20th COVID-19 Update

Dear ARLA Members:

The continually evolving situation regarding the COVID-19 Pandemic makes it very hard to absorb all the information we are hearing so we have a clear understanding of what is required of landlords and tenants.

We at ARLA, hope you are all well and staying safe in this difficult time. If we can be of any assistance to you, please reach out to us. We are hearing from a lot of you that it is business as usual, with a compassionate view with respect to our tenants.

We have been working diligently on ensuring Landlords are heard through this difficult time and have been staying in touch with the Government and City Officials on all issues. We are requesting that the NO EVICTIONS not be implemented at this time; we are asking for further supplements to be given to those that need help with their rent. If landlords receive some support then they could in turn support the tenants.

It is important as Landlords, at this time to communicate not only with your tenants but with your staff that have been in the buildings as your front-line. Buy them lunch, surprise them with a small bonus or token of your appreciation. They will appreciate it more than you know.

We need to ensure that our membership stay on the same page with respect to their valued tenants. We have been speaking with other associations that have been echoing that Landlords need to communicate with their residents that are struggling during this time to pay their rent. Some of our landlords are currently: waiving late fees; issuing notices to residents about communicating with them if they are having difficulty paying the rent; ensuring the tenants that you are there to help them. This is not a time for the tenants to be scared to speak to their Landlords. It is a time to be compassionate but consistent in what we are doing. It is a good



time to look at your tenant profiles to better understand who may have difficulties with their rent. Be innovative and work with them to find solutions (this could be as simple as providing them with information about where they can access financial assistance). Everybody's needs will be different

The wrong thing to do at this time would be a Blanket rent reduction or waiving of rent.

Landlords are strongly discouraged from increasing rents or evicting tenants for the non-payment of rent during this crisis. We are all in this together. Everybody must work together for safe healthy homes. This requires 'mutual cooperation'. We have an opportunity to be leaders – let's do it!

Here are some helpful links and I will continue to send out updates as we are made aware.

Alberta Works • Emergency Needs Allowance – All Albertans • (Help with Security Deposit or Eviction) visit

www.alberta.ca/coronavirus-info-for-albertans.aspx

Employment Insurance (EI) and benefits

www.canada.ca/en/services/benefits/ei.html

Contact 211

The Distress Centre – Basic Needs Fund – All Albertans

Link to Canada's Covid-19 Emergency Response Plan

<https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>



Managing financial health in challenging times

www.canada.ca/en/financial-consumer-agency/services/covid-19-managing-financial-health.html

With all the Social Media giving landlords a bad name we need to reach out to the tenants to let them know we are there to work them.

Communicate with your tenants!!!

Stay safe!

Thank you,

The Alberta Residential Landlord Association