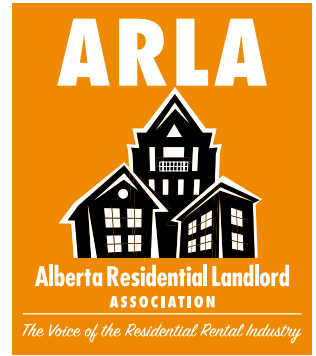


# RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY



ISSUE 3  
VOLUME 30  
FALL 2025



## 2025 AGM and Christmas Luncheon

Join us November 14, 2025 at the Chateau Louis Conference Centre for our Annual General Meeting and Christmas Luncheon from 11:30 am - 2:00 pm.

Prizes galore, sponsored cocktails, entertainment by Darren Lee, Elvis Impersonator, turkey lunch and photo booth!

See page 2 for details.

## CONTACT ARLA

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

## NAVIGATING ALBERTA'S SHIFTING RENTAL LANDSCAPE

BY PETER ALTOBELLI, VP AND GENERAL MANAGER, YARDI CANADA LTD.

Canada's multifamily housing market remains resilient in 2025, but signs of moderation are becoming more apparent. Rent growth, leasing activity and overall demand are beginning to soften across the country, largely due to shifting immigration policies and ongoing economic uncertainty. For Alberta, however, the story is more nuanced. Population growth continues, but rising vacancies and elevated turnover rates signal a more competitive environment for housing providers.

This article offers a closer look at Alberta's unique market dynamics through the lens of the Q3 2025 Yardi Canadian National Multifamily Report. We'll examine the trends, highlight local challenges and explore how property owners and managers can respond to an increasingly fluid landscape.

### National Trends: Slower Growth Amid Economic Headwinds

Across Canada, multifamily fundamentals remain generally healthy. But year-over-year rent growth is slowing. The average national in-place rent increased to \$1,720 in Q2 2025, up \$79 over the past year. However, the annual growth rate fell to 4.8%, down from 6.3% in Q1. Lease-over-lease rent growth, which reflects the change in rents for newly signed leases, dropped to 2.8%, its lowest point since Yardi began tracking this metric in 2020.

This deceleration is linked to a significant policy shift. Canada's federal government has announced a multi-year plan to reduce the proportion of non-permanent residents from 7.4% in 2024 to 5% by the end of 2026. That adjustment is expected to result in nearly one million fewer temporary residents over a two-year period, reducing the influx of new renters across the country.

At the same time, economic uncertainty is mounting. A slight GDP contraction in April and looming tariff threats from the United States have cast a shadow over sectors such as manufacturing and wholesale trade. Although employment received a welcome boost in June with the addition of 83,000 jobs, the Bank of Canada is taking a cautious approach, keeping the policy interest rate steady at 2.75%.

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**ARLA**  
Alberta Residential Landlord  
ASSOCIATION

*The Voice of the Residential Rental Industry*

# AGM & Christmas Luncheon

NOVEMBER

11:30AM

14

2:00 PM

2025

JOIN US FOR A FESTIVE CELEBRATION  
FEATURING A DELICIOUS TURKEY LUNCH,  
2 COMPLIMENTARY DRINK TICKETS, A FUN  
PHOTOBOOTH, PRIZES, AND MORE!



We are excited to announce Darren  
Lee, Elvis tribute artist, as our  
entertainment for the event!





## FEATURE ARTICLE: CONTINUED FROM COVER

BY PETER ALTOBELLI, VP AND GENERAL MANAGER, YARDI CANADA LTD.

While these national conditions paint a picture of slowing demand, Alberta stands apart.

### Alberta's Unique Position: Population Growth and Pressure

Alberta is one of the only provinces still experiencing significant population growth. According to Statistics Canada, the province added 20,500 new residents in Q1 2025, driven largely by interprovincial migration. This growth came as Ontario, British Columbia and Quebec all recorded slight population declines.

Alberta's continued appeal can be traced to several factors: lower housing costs, economic opportunity, and a lifestyle that is drawing newcomers from across the country. Yet this growing demand is not translating into effortless occupancy gains. On the contrary, property managers in Calgary and Edmonton are navigating a more complex and competitive environment.

### Calgary and Edmonton: The Balance Is Shifting

In Calgary, the vacancy rate has surged to 6.7%, marking the largest increase among Canadian CMAs over the past year. Annual turnover is also at a national high of 42.1%, while new lease-over-lease rent growth is now in negative territory at -2.2%. This suggests that while new residents continue to arrive, they are more discerning and have more options. Housing providers are responding with incentives such as free rent periods or move-in bonuses in an attempt to boost lease-up activity.

Edmonton presents a slightly different picture. It posted the strongest year-over-year in-place rent growth in the country at 6.6%, with the average monthly rent reaching \$1,513. Yet the city's vacancy rate remains high at 4.6%, and annual turnover is also elevated at 36.7%.

A new metric from this quarter, average length of stay, shows renters in both cities are staying in their units for just over two years on average, below the national norm. For housing providers, this indicates a more transient renter base and a greater need to focus on retention strategies, such as improved amenities, targeted renewal incentives and proactive tenant engagement, to reduce costly turnover and maintain occupancy.

Taken together, these trends suggest Alberta is undergoing a market correction. Demand remains strong, but the days of double-digit rent increases and record-low vacancy rates appear to be over. Renters are back in the driver's seat, and housing providers will need to adapt.

### Alberta's Affordability Advantage

Despite rising vacancies and turnover, Alberta remains one of the most affordable places to rent in comparison to Ontario and British Columbia. This continues to be a major draw for Canadians relocating from more expensive provinces.

As of Q2 2025, the average one-bedroom rent in Calgary is \$1,660, while Edmonton comes in even lower at \$1,314. By comparison, Toronto and Vancouver sit at \$1,741 and \$1,882, respectively. For cost-conscious households, this difference can mean thousands of dollars in annual savings.

Alberta's affordability is more than a statistic, it's a strategic advantage. The province's rental market is positioned to capture attention from both young professionals priced out of Ontario and British Columbia and families seeking more space for less money. Housing providers in Alberta should be leveraging this in their marketing and tenant engagement strategies.

### Implications for Housing Providers

In a market where renters are more empowered and turnover is on the rise, housing providers must rethink how they operate. Below are three key takeaways for property managers and landlords across Alberta:

#### 1. Focus on tenant retention

Turnover is expensive. Between vacancy loss, cleaning, marketing and administrative time, each move-out chips away at profitability. With annual turnover rates above 40% in Calgary and more than 35% in Edmonton, and renters staying an average of just 26-27 months, tenant retention should be a top priority.

Strategies to consider include:

- Amenity upgrades that offer tangible value
- Flexible lease terms or renewal incentives
- Prompt and proactive maintenance responses
- Loyalty programs for long-term tenants

Keeping tenants happy not only boosts retention but also enhances your reputation in an increasingly competitive marketplace.

#### 2. Improve operational efficiency

Increased vacancy means more work for leasing teams, and tighter margins leave less room for inefficiencies. Property managers should evaluate where manual processes can be streamlined. Digital leasing tools, centralized communication and automated workflows can reduce administrative overhead and improve experience for both staff and residents. High vacancy also means more work for leasing teams, and with Calgary seeing 28 digital prospects per 100 units each month, a measure of renters who first reach out through online sources like property websites, ILS listings, search engines or social media, competition is intense. Value-added amenities, renewal incentives and streamlined digital leasing can cut costs, boost retention and keep you competitive.

#### 3. Understand renter expectations

What do renters want, and how can you deliver it better than the building down the street? Data from surveys like simplydbs and reports such as the Yardi Canadian National Multifamily Report can help you anticipate renter needs, from pet policies to digital amenities. Staying in tune with these preferences is no longer optional, it's essential.

As one renter's lease decision becomes another's opportunity, the overall experience you provide will become your most important differentiator.

### Final Thoughts

Alberta's multifamily market remains strong, but it's entering a new phase. Supply is catching up to demand, and renters are more mobile than ever. While affordability continues to draw new residents, higher vacancy rates and turnover levels are pushing housing providers to re-evaluate how they attract and retain tenants.

The good news? Those who move quickly to improve operations, focus on resident experience and adjust to shifting demographics will be best positioned to thrive.

*To dive deeper into the data behind these insights, download the full Q3 2025 report: [www.yardi.com/cndmultifamilyreport](http://www.yardi.com/cndmultifamilyreport)*





## PRESIDENT'S MESSAGE FALL 2025

BY RAZVAN COSTIN, ARLA PRESIDENT 2025

Dear colleagues and friends,

As summer draws to a close and we prepare for fall transition, I would like to take a moment to reflect on the past few months and express my heartfelt appreciation to each of you for your continued dedication and commitment to our community.

This summer has brought its unique challenges and opportunities for Alberta's landlords and property managers. We all navigated busy rental markets, undertaken property maintenance, and worked hard to provide safe and comfortable homes for our residents. Your efforts contribute not only to the well-being of tenants but also to the strength and reputation of our association. The Association has been actively advocating for fair and balanced policies that protect building operators, housing providers and tenants equally, while ensuring responsible stewardship of the housing sector in Alberta.

We have seen many positive developments this season, including increased engagement in our summer events, as well as a growing spirit of collaboration among members. Our golf tournament in September was a great opportunity for all members to connect, have fun and enjoy the beautiful weather, a very successful event with over 240 participants.

As we move into the cooler months, I encourage everyone to review their properties for seasonal maintenance, ensure compliance with provincial regula-

tions, and reach out if you need support or guidance. Our Association remains committed to providing resources, up-to-date information, and a forum for sharing best practices. Please keep an eye on your inbox for upcoming fall events and professional development opportunities.

The Annual General Meeting is on Nov 14th, another great event for our members to reconnect, see each other in person and enjoy a few hours together. We're currently in the process of accepting nominations for the available positions on the Board of Directors, looking forward to seeing many

candidates. Please stay tuned for more information.

Thank you once again for your commitment and partnership. If you have any feedback or suggestions for the Association, please do not hesitate to share. Together, we will continue to strengthen our community and support one another through all seasons.

Wishing you a restful end to summer and a successful fall season.

Warm regards,  
Razvan Costin  
President, Alberta Residential Landlord Association

**ARLA**  
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ASSOCIATION  
*The Voice of the Residential Rental Industry*

**ARLA GOLF TOURNAMENT**

**SAVE THE DATE!**

**September 4<sup>th</sup>, 2026**

**THE QUARRY GOLF COURSE**

### PLEASE FOLLOW, LIKE & SHARE ARLA'S SOCIAL MEDIA PLATFORMS!



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FACEBOOK



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LINKEDIN



## EDITOR'S MESSAGE FALL 2025

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

### Market Update Fall 2025

It's already time for our Fall 2025 Gazette – the year has flown

by! Despite a summer marked by shifting weather patterns and wet and drought condition around Western Canada, I hope you were able to enjoy some activities, weather permitting. A heartfelt thank-you to everyone who joined, sponsored, and volunteered at the ARLA Golf Classic at the Quarry Golf and Event Venue. Special thanks to Donna, Kelsy, Jayda, and all of our contributors for making it such a successful event.

Alberta continues to lead the country in population growth. Between April 1, 2024, and April 1, 2025, the province welcomed 138,136 new residents – a robust 2.9% increase, far outpacing the national average of 1.2%. As of Q1 2025, Alberta's population reached approximately 4,980,659, bringing the province within reach of the five-million milestone. Much of this growth is being fueled by interprovincial migration, with more than 7,000 new arrivals in the first quarter alone.

As of mid-2025, the average rent for a one-bedroom apartment in Edmonton is approximately \$1,295 per month, while a two-bedroom averages around \$1,629. The overall median rent across all property and bedroom types is about \$1,520 per month – 24% below the national average. In the fall of 2024, Edmonton's vacancy rate for purpose-built rental apartments was 4.8%. Following sharp rent increases that year, the market has shown signs of cooling in 2025. For example, in July 2025, one-bedroom furnished units fell by about 6.7% year-over-year, while two-bedroom furnished units declined by 7.6%. Despite this easing, Edmonton's rent growth has still outpaced national trends. As of April 2025, average rents rose 0.4% year-over-year, while the national average fell by 2.8%. The city also saw a 60% increase in multi-family housing completions in 2024, yet vacancy rates remained relatively stable, rising by only 0.7% year-over-year.

While the Bank of Canada's recent interest rate decisions have had limited immediate impact, particularly with ongoing tariff threats from the United States, market conditions suggest that broader economic forces – including rental softening and increased supply – are shaping affordability and investment sentiment. Edmonton's unemployment rate in February 2025 stood at 7.1%, a modest improvement from previous months but still above long-term averages. The city recorded 3,800 full-time job losses, partially offset by 600 new part-time positions.

Looking ahead to this fall, the outlook for the multifamily market is one of stability, with rents expected to remain flat or show modest declines, particularly in furnished segments. This softening may be linked to reduced qualifying programs for international students, which is lowering demand for furnished rentals. Vacancy rates are expected to hold steady around 4-5% as elevated multi-family supply balances strong demand. Affordable housing options will remain in high demand, as Edmonton continues to attract renters with its relative affordability compared to other Canadian cities. For landlords, upgrading units with energy-efficient features, pet-friendly policies, and enhanced amenities will provide a competitive edge as competition for stable tenancies intensifies in the coming year.

Enjoy Edmonton's mild fall season – and start getting your buildings ready for the inevitable winter ahead!

Sincerely,  
Raphael M.H. Yau, B.A. (Econ)  
Senior Associate, Multi-family Sales, Capital Markets Group, Cushman & Wakefield Edmonton

Sources: Statistics Canada, Alberta Open Data, liv.rent, Zumper, peakhillcapital.com, CoStar Cushman & Wakefield Edmonton Research

# ARLA

## BOARD OF DIRECTORS

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President: Razvan Costin  
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Ethics Committee: Jagdeep Singh, Matthew Rude, Ryan Bubenko

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# EXECUTIVE DIRECTOR REPORT FALL 2025

BY DONNA MONKHOUSE, ARLA EXECUTIVE DIRECTOR

Summer is over and as usual we all ask, where did it go?

Our summer didn't have the best weather and I look forward to a beautiful fall.

## SAVE THE DATE AND MARK YOUR CALENDARS!

**October 22, 2025**

**Service Alberta will be presenting the RTA alongside RTDRS, Consumer Investigations and The Utility Advocate**

**November 14, 2025**

**AGM & Christmas Luncheon with entertainment and tons of prizes! Darren Lee, Elvis Impersonator will be performing!**

### DON'T MISS THESE EVENTS!

With our office in full swing and keeping very busy, we continue to welcome new members and reconnect with existing! Thank you to those that referred new members to us - Please keep those referrals coming!

We continue to engage with the City of Edmonton Police on safety in our city, as well as monitoring the City of Edmonton Council meetings for anything new before the election. We sent out a questionnaire to the municipal candidates and to date have had only a few responses. It's up to Edmontonians to decide who they think is best for our City and there have been many candidate debates for everyone to view. Please vote!

Once the election is over we will bring forward our concerns with respect to Waste Management once again. We continue to monitor all the other issues as well, licensing, bad landlord registry, cooling issues for tenant rights. We are also part of Rental Housing Canada and can inform and be informed on the Federal Government issues with the Multifamily industry as well. As we hear more we will keep you updated.

### Bill 38 has now passed and this was provided to us to help clarify:

Government has implemented a change to the means of service available to landlords under the Residential Tenancy Act ("RTA"). The change is found at section 57(1)(5). It now allows that, where an electronic address

(i.e. email) has been provided for the purposes of service, it can be used to effect service when the other forms of service under the RTA have not been successful.

By way of reminder, section 57 addresses service by landlords and tenants of any notice, order or document under the RTA. This includes things like notices with respect to entry, notices to terminate a tenancy or orders obtained through the Residential Tenancy Dispute Resolution Service.

It is important to note how this language fits into the "hierarchy" of service under the RTA overall. At a high level, the RTA first requires that all service be effected by personal service (i.e. handing the notice to the tenant directly) or registered mail. In the event those forms of service are not possible, a landlord may post a notice in a conspicuous place on the rental premises. If a landlord cannot effect service by personal service, registered mail or by posting to the premises then they can use an email that has been provided for the purpose of service.

It remains to be seen whether landlords find practical benefit in these changes given the need to attempt other forms of service before relying on email.

As it is not sufficient for a landlord to have an email that a tenant has used for communications generally; landlords wanting to use an electronic address for service would be wise to maintain documentation which proves that a tenant has provided an email for service. It would be prudent to consider updating leases to ask that tenants provide an email address for the purpose of service and implementing a form of consent for tenants to confirm emails can be used for this purpose. This approach allows landlords to capture both new and legacy tenants.

Landlords are encouraged to seek the advice of legal counsel in respect of such drafting which takes into consideration the unique aspects of contracting under the RTA or to obtain advice in relation to specific service issues.

**We held our annual appreciation BBQ in July and had a great turnout!** Food, prizes, drinks and a beautiful day, made for a successful event! Thank you to our Burger Flippers! Marisa Redmond, Roxanne John-

son, Raphael Yau, Razvan Costin and Gary Smith! You did a great job! A huge thank you to Matthew Rude, BFL for helping us cook and getting us a great deal on our Burgers through M&M's Callingwood!



CONTINUED >>

## EXECUTIVE DIRECTOR REPORT: CONTINUED

**We also held our 2nd Lawn Bowling Networking Event** in August at Commonwealth Lawn Bowling which turned out to be a whole lot of fun. Everyone enjoyed themselves even in the heat that day! A good time was had by everyone who attended!



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

**Thanks go out to all the members for their continued support of ARLA.**

*Happy Fall!*



# WE HAD A GREAT DAY OF GOLF! HERE ARE THE HIGHLIGHTS:

**On September 5, 2025** at The Quarry, our ARLA Golf Tournament was held. It was a beautiful day for our 26th Golf Tournament. ARLA Members sponsored, golfed, and just had fun! The fun started at 9:00am as members teed off to a game of best ball. Sponsors on the holes engaged members throughout the day with games, prizes and networking!

ARLA would like to thank all our sponsors for supporting our Golf Tournament and engaging those on the course all day! Our members are always exceptional!

Before golf, everyone enjoyed a breakfast sandwich and baileys and coffee. After golf, a steak dinner was enjoyed by everyone, followed by lots of great prizes and giveaways!

This year we added a DJ that provided music and created a great atmosphere in the morning. As well, we had a roaming photographer - please check out our Facebook page to see all the photos - they were great!



**Congratulations to the Winning Team!**  
Daniel Hildebrandt, Joel Currington, Dave Dumais, Ben Wall



**Most Honest Team!**  
David Birholz, Calvin Carruthers, Angie Depner, Dorian Nicoara



**Best Dressed Teams - Thank you for looking so good!** Ashley Neil, Keith Huculak, Ramanpreet Saini, Lacy Samson



**Best Dressed Teams - Thank you for looking so good!** AJ Slivinski, Theresa Syrota, Jennifer Jolivette, Ivan William



**Ladies Longest Putt was won by** Katrina Rush, Carrie Pittet and Ashley Stahn



**Men's Longest Putt was won by** Doug Waldon, Zeeshan Abbasi and Ziad Shibley



**Ladies Closest to the Pin was won by** Mackenzie Vollman, Jonalee Fulton and Amanda Phillips



**Men's Closest to the Pin was won by** Brennan Whitehouse, Tom Appleman and Arthur Turakira

# CONGRATULATIONS TO EVERYONE - THANKS FOR THE SUPPORT!



**Ladies Longest Drive** was won by Sharon Lazaruik, Kate Brisson and Wanda Bone



**Men's Longest Drive** was won by Chris Horvatis, Alec Flewent and Brian Dennis



**The winner of the Fish Badge** was Arthur Turakira and the **Angel Badge** was Ben Wall



Christian Reed took home the **Mulligan Prize** - a Robot Vacuum/Mop



**The 50/50 Winner** was Angela Cuthbert and Charlene Zatorski who shared and took home \$950.00 and a Ninja Creami!



## THANK YOU SPONSORS!

Thank you again to all our wonderful sponsors for your support!

## THANK YOU AGAIN!

Thank you everyone for supporting ARLA and our Golf Tournament - you make this event one of the MUST attend events of the year!

**Save the Date for 2026!**  
**September 4, 2026**





WELCOME

# New Members

- |                                  |   |
|----------------------------------|---|
| Altitude Construction            | KBV Properties                            |
| Amanda Partridge                 | KRU                                       |
| Aniruddha Saha                   | Larry&Tammy Kostiuik                      |
| Blueprint Condominium Management | Lilawathie Seeberath                      |
| Brad Joly                        | Lowell Mercado                            |
| Cassandra Kupsch                 | Mayank Rehani                             |
| Cerkal General Services Ltd      | Patricia J. Holt Professional Corporation |
| Claystone Waste Ltd              | Paladin Security Group Ltd                |
| Eric Rivait                      | Reimer Rentals                            |
| Global Property Inspections      | Service Experts                           |
| Hollen Industries                | Servpro Edmonton                          |
| HomeTECH Windows                 | William Bambrick                          |
| Ignite Web Design                | Wingspan Dev Capital Inc                  |
| Justin King                      | Zachary Laforce                           |



**ARLA**  
**Alberta Residential Landlord**  
**ASSOCIATION**

*The Voice of the Residential Rental Industry*

**ALBERTA RESIDENTIAL LANDLORD ASSOCIATION**  
**MISSION, VISION AND VALUE STATEMENT**  
**2025**

**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*



**ARLA**  
**Alberta Residential Landlord**  
**ASSOCIATION**

*The Voice of the Residential Rental Industry*

# MEMBER REFERRAL PROGRAM

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

Refer a Member Today!

[www.albertalord.org](http://www.albertalord.org)

## 2025 MONTHLY EVENT & WEBSITE SPONSORS



**RAPID RESPONSE**  
INDUSTRIAL GROUP



**ZOJACKS**



# SAVE THE DATE!

Landlord Resource Trade Show & ARLA Achievement Awards

May 8, 2026



River Cree  
Resort & Casino

9:00 am - 2:30 pm



## Healthy Minds at Work

Workplace support and creating a space where everyone can speak up is key



Canada

**CCOHS.ca**  
Canadian Centre for Occupational Health and Safety

Your manager has more impact on your mental health than your therapist or your doctor.



Having a good boss can literally change your life.



# LANDLORD'S GUIDE TO UTILITIES

Tips to help avoid unexpected charges, utility disconnection and other issues.



As a landlord, it is important to understand your rights and responsibilities regarding utilities. Use this guide to ensure you are well-prepared!

## What to do before your tenant signs a lease

### Decide who will pay for utilities.

Clarify with your tenant who is responsible for each utility. Point out where this is specified in the lease. Remember, landlords cannot apply for utilities on behalf of tenants.

### Inform tenants if property is sub-metered.

Advise on how sub-metering accounts are set up and specify who the tenant should pay (the landlord or the sub-metering company directly.)

### Clarify utility costs for shared spaces.

Decide how utilities for shared spaces will be paid, and clearly outline these terms in the rental agreement.

### Utility cost transparency.

If utilities are included in the rent, tenants are entitled to see how they are calculated. Be sure to have this information available if requested.

### Utility setup verification.

Landlords cannot verify utility setups if they are not the account holder. Request proof of enrollment as part of the lease agreement.

### Clearly communicate utility arrangements.

Discuss utility arrangements with tenants and ensure they understand their responsibilities. Consider providing information about their utility options. Reach out to the UCA for resources that you can distribute to your tenants.

## Premise Vacancy Agreements

To avoid surprise bills or disconnections, landlords may set up a **Premise Vacancy Agreement** (PVA) or a Landlord Agreement with the regulated rate provider. A PVA allows landlords to determine what happens at their property when no one is set up for billing.

Contact your regulated rate provider directly to ask if they offer a PVA or Landlord Agreement and what your options are.

utilitiesconsumer  
advocate



310-4UCA (4822) | [UCAhelps@gov.ab.ca](mailto:UCAhelps@gov.ab.ca)  
[UCAhelps.alberta.ca](http://UCAhelps.alberta.ca)



**Allow Time for Utility Setup.** Ensure there is ample time to arrange utility services, especially if a tenant moves in with less than 30 days' notice or during peak moving seasons (spring and summer). Delays in setting up utilities can affect both tenant satisfaction and property management. Proactively manage utility transitions and maintain open communication with tenants to avoid interruptions and ensure a smooth move-in process.

## Utility management during tenant transitions

### Charges incurred during tenant transitions.

The property owner is responsible for all utility charges on the property, from the date the previous tenants close their account until a new tenant opens theirs.

### Liability for utility payments.

If the tenant fails to pay their utility bills, the landlord is not liable for any charges incurred. However, if the tenants do not put the utilities in their name, the property owner will be held responsible for those charges. Utility companies must seek payment from the tenant.

### Notification of disconnection.

The utility company will only contact the account holder about pending disconnections, so landlords will not be informed unless they are the account holder. When a tenant moves out, it's important to check the property and ensure that services are active.

### Reconnection fees after disconnection.

If a tenant fails to pay their utility bills, the utility company may disconnect services. The landlord may need to cover reconnection fees to restore them; otherwise, the reconnection fee will be the responsibility of the next person to set up services in their name.

## Service options for vacant properties

You have a few options for turning off electricity, natural gas and water services to a vacant rental property.

### Turn off the breakers.

If the temperature remains warm enough at night, you can turn off the breakers and water at the main while leaving services running to the meter. This stops consumption, but you'll still receive a monthly bill for non-energy costs.

### Request disconnection at the meter.

Contact your retailer to disconnect services at the meter. Be aware that your property may incur idle billing charges during this time.

Before making a decision, do the research. Compare the costs of idle charges and reconnection fees with the expense of turning off the breakers and paying the monthly non-energy costs. This will help you make an informed choice regarding the management of utility services during vacancies.

## Handling issues/disputes



### Stay informed

Refer to the Residential Tenancies Act (RTA) Handbook for Landlords and Tenants for comprehensive rights and responsibilities.

### Resolve disputes

Use the Residential Tenancy Dispute Resolution Service (RTDRS) for conflicts related to unpaid utilities or other lease issues.

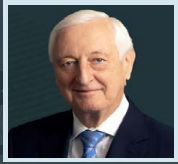
### Ask for help

Contact the Utilities Consumer Advocate (UCA) for advice on utility rates, disputes, or other related issues.

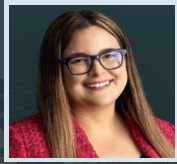
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# ARLA 2025 ACHIEVEMENT AWARD WINNER HIGHLIGHTS: GEF SENIORS HOUSING NAMED ARLA'S 2025 NOT-FOR-PROFIT HOUSING PROVIDER OF THE YEAR

BY KEELY LUCAS, CONTENT WRITER, GEF SENIORS HOUSING

**GEF Seniors Housing has been awarded the Alberta Residential Landlord Association's (ARLA) 2025 Not-for-Profit Housing Provider of the Year, a recognition of its leadership in creating affordable, vibrant, and sustainable communities for seniors.**

As Alberta's largest non-profit social housing operator for seniors, GEF supports nearly 4,000 low- to moderate-income older adults across 43 communities in Edmonton. The organization's mission is simple yet vital: provide affordable, well-maintained, and secure buildings, where clients can live with dignity and thrive in their communities with the support of friendly and caring staff and volunteers.

## A Legacy of Service

GEF traces its history back to 1959, when it was founded as the Greater Edmonton Foundation. A Ministerial Order under Alberta's Social Housing Act later established the organization as a Housing Management Body with a clear mandate: provide secure housing for seniors living on limited incomes.

Sixty-five years later, that mandate has grown into a portfolio of nearly 4,000 units, with residents ranging from functionally independent apartment tenants to those who benefit from supportive lodge living.

## Meeting Diverse Housing Needs

GEF offers three distinct housing programs under one umbrella, allowing seniors to choose the lifestyle that best suits their needs. These include:

- **Seniors Self-Contained Apartments (SSC):** GEF operates 28 government-owned buildings with 2,536 units. Rent is income-g geared at 30% of annual income, and tenants often organize their own activities, creating vibrant self-run communities.
- **Affordable Apartments:** GEF owns seven buildings with 437 units. These apartments mirror SSC living but are rented at flat rates set minimally 10-15% below market averages. This model broadens housing access for seniors who may not qualify for income-g geared units but still face financial barriers.
- **Lodges:** GEF owns or operates 11 lodges with 990 units, which provide supportive living for functionally independent seniors

in a communal setting. Services include meals, light housekeeping, social programming, wellness activities, and 24-hour non-medical staff support. Lodge residents also pay income-g geared rent, plus a monthly service fee.

This range of housing ensures that seniors with different financial circumstances and support needs can find a home that fits their lifestyle.

## Responding to Growing Demand

The need for seniors housing in Alberta continues to rise sharply. In 2024 alone, GEF received 2,224 applications, completed 1,531 intake interviews, and welcomed 692 new tenants. Despite these pressures, the organization maintained a 97.4% occupancy rate, a reflection of efficient unit turnover and proactive vacancy management.

In July 2025, GEF expanded by acquiring Tegner Manor and Tegner Terrace, two seniors' apartment buildings in Edmonton that added 184 units to its Affordable Apartment program and is helping the organization meet its goal of growing by 1,000 units as part of its long-term strategy to meet increasing demand.

## Affordability At the Core

GEF's residents live on modest incomes, which makes affordability a central concern. In 2024, the average annual income was \$26,417 for SSC tenants, \$34,491 for Affordable Apartment tenants, and \$26,521 for Lodge residents. With 90% of residents paying income-g geared rent, the average monthly rent worked out to just \$684.

These figures highlight both the financial vulnerability of Alberta's seniors and the critical role GEF plays in ensuring safe, affordable housing remains within reach. Without providers like GEF, many seniors would face the impossible choice between paying rent and covering basic necessities.

## Beyond Housing: Wraparound Supports

GEF recognizes that housing is only one part of seniors' well-being. With 78% of GEF clients between the ages of 71 and 100, and many with complex needs, ensuring access to health care, social services, and community supports is essential to maintaining independence. To bridge this gap, GEF operates a Community Support Program

dedicated to helping seniors maintain successful tenancies.

In 2024, the team provided assistance to 867 clients, conducting social assessments, connecting individuals with health and community resources, and advocating on their behalf with agencies ranging from home care providers to mental health supports. This holistic approach ensures that seniors not only have a roof over their heads but also the means to thrive.

## Engaging Staff and Volunteers

Friendly and caring staff and volunteers help drive GEF's mission forward. As of mid-2025, the organization employed 312 full-time, 111 part-time, and 96 casual staff across its communities. Their dedication ensures services – from daily meals to maintenance to community programming – are delivered consistently and compassionately.

Volunteers also play an increasingly vital role. In recent years, GEF has expanded its volunteer programs to include skills-based opportunities such as piloting trishaw bicycles, leading virtual reality tours, hosting social nights, and gardening. These activities not only enrich residents' daily lives but also build bridges between generations and the broader Edmonton community.



CONTINUED >>

# ACHIEVEMENT AWARD WINNER HIGHLIGHTS: CONTINUED

BY KEELY LUCAS, CONTENT WRITER, GEF SENIORS HOUSING

## Investing in Sustainability

Part of GEF's leadership lies in its forward-looking sustainability agenda. In 2022, the organization introduced its Sustainability Framework, setting ambitious yet practical goals for reducing energy and water consumption. Lowering utility costs frees up funds for reinvestment into services, upgrades, and resident comfort.

One of the most significant initiatives underway is ISO 50001 certification, a globally recognized standard for energy management systems. Achieving this certification will not only reduce GEF's environmental footprint but also serve as a model for other housing providers in the province.

## Community Support and Charitable Giving

GEF is also a registered charity. Donations to the Quality of Life Fund help fund programs and services beyond core housing, while donations to the Building for Life Fund enable GEF to increase the number of housing units it owns or operates. With 1,300 applicants on the waitlist for housing, planning is underway for future growth opportunities. Meanwhile a dedicated donor base - including staff, family members, and local businesses - ensures residents benefit from enhanced experiences that improve daily life.

## Listening to Residents

Resident feedback remains a cornerstone of GEF's planning and operations. In its 2024 Client Experience Survey, 90% of respondents reported overall satisfaction with their housing and services. The survey included responses from 939 apartment tenants, 455 lodge residents, and 109 family members, offering a well-rounded perspective on both successes and areas for improvement.

## A Standard-Bearer for Seniors Housing

Over its 65-year history, GEF has built a reputation as a trusted housing provider, community partner, and innovator in seniors' care. The recognition from ARLA affirms this legacy while pointing toward the growing importance of non-profit housing in Alberta's future.

"Every senior deserves a home that meets their needs and enhances their well-being," says Dr. Shanika Donalds, Vice-President of Housing and Client Services for GEF. By combining affordability, sustainability, and compassion, the organization continues to

deliver on this promise - and with nearly 4,000 seniors already calling GEF home, its impact on Edmonton and Alberta cannot be overstated.



## GEF Seniors Housing's Jody George Named ARLA's 2025 Property Manager of the Year

Jody George, a Portfolio Manager with GEF Seniors Housing, has been named the Alberta Residential Landlord Association's (ARLA) 2025 Property Manager of the Year, recognized for her leadership in creating safe, welcoming, and well-maintained housing communities for seniors.

George oversees three GEF communities, managing 425 units - 220 apartments and 205 lodge spaces - with the support of a 60-person team that includes three assistant managers and a Red Seal chef. Her role requires balancing day-to-day operations with supporting clients, a responsibility colleagues say she handles with professionalism, compassion, and innovation.

## Leading with Teamwork

As Alberta's largest non-profit seniors housing provider, GEF supports nearly 4,000 low- to moderate-income seniors in 43 communities across Edmonton. Portfolio managers like George play a crucial role in ensuring buildings are well-run, clients feel supported, and staff remain motivated.

Known for her firm yet approachable leadership style, George coaches her team toward high standards while fostering a culture of accountability and care. She also works closely with GEF's Life Enrichment and Site Maintenance teams to ensure seniors' recreational, wellness, and safety needs are met.

"This award is truly a reflection of the team," George said. "I see my role as supporting

the people around me so they can do their best work. If I can help create an environment where staff feel valued and seniors feel at home, then I know I'm doing my job."

## Innovative Property and Project Management

George is also recognized for her innovative approach to property management. She introduced new methods to streamline project tracking, making it easier for staff to measure outcomes. Her strategies have since been adopted by other portfolio managers across GEF.

Her diligence in overseeing maintenance projects and unit turnovers has been equally important. By keeping projects on schedule and within budget, George helps minimize disruptions, reduce costs, and ensure vacant units are ready quickly - a critical factor as demand for affordable seniors housing continues to grow.

## Putting People First

For George, her work goes beyond management. "Every day I think about the seniors who call our buildings home," she said. "Many of them have lived full, rich lives and now deserve the dignity of safe, affordable housing. Knowing I can play even a small part in making that possible is what drives me."

GEF leadership echoed that sentiment: "Jody places residents at the heart of her work, balancing compassion with a results-driven approach," says Dr. Shanika Donalds, Vice President of Housing and Client Services for GEF. "She sets a high standard for what property management can look like in seniors housing."

As Alberta faces rising demand for seniors housing, George's award highlights the vital role property managers play in ensuring vulnerable seniors have not just a place to live, but a community to call home.





# UPCOMING EVENTS

- October 10th** RTA Fundamentals Workshop
- October 22nd** Seminar & Luncheon RTA with Service Alberta
- November 7th** Educational Webinar
- November 14th** AGM & Christmas Luncheon



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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.
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# Eight steps to reduce insurance costs for residential rental properties

Insurance Bureau of Canada (IBC) recognizes the difficulty residential rental property owners may face in securing affordable insurance. To help you save now and in the future, here are eight practical tips to help reduce your insurance costs.

## 1 Search for the best insurance broker/agent for your property.

When looking for a new insurance policy, you should work directly with an independent commercial insurance agent or broker who has experience insuring residential rental properties (apartments, single-family homes, duplexes, triplexes, etc.). Typically, an agent represents one insurance company, while a broker represents multiple insurance companies. A commercial broker or agent also knows how to protect your assets because they work with properties similar to yours each day. Some insurers may offer specialized insurance for rental properties. Location and the building's condition and value play a big part in whether they will offer coverage and what premium they will charge.

## 2 Review the insurance deductible and coverage.

At least annually, review your insurance coverage to ensure you have appropriate coverage, limits and understand the options that may be available. A deductible is the amount of money that the insured person must pay before their insurance policy starts paying for a covered loss. The higher the deductible, the more money you can save on your premiums. Insurance companies typically require a deductible of at least \$1,000. If you raise your deductible to \$5,000 (meaning that you will pay that amount out of your own pocket in the event of a claim), you may receive a discount on your property insurance premium. You can also raise your deductible on specific types of coverage, such as water, wind, hail, sewer backup and overland flood damage. If you have made claims in the past for any of these types of damage, it may be wise to increase your deductible to keep your premiums manageable, or your insurer may require on a higher deductible.

**CONTINUED >>**

### 3 **Combine separate policies for different locations into one policy.**

In most cases, it is more cost-effective to combine multiple policies for different insured locations together on one policy. This provides the benefits of scale and makes it easier to manage your insurance and accounting. A rental property insurance specialist can combine coverage for single detached, duplex and multiplex buildings into one policy. This reduces the issues faced by single location insurance policies when a building becomes vacant or is under renovation.

### 4 **Improve security and fire safety.**

Having smoke, fire, water and carbon monoxide (CO) alarms and detectors monitored by a central alarm company can ensure incidents are reported as quickly as possible and get a fast response from emergency services. Such alarms can minimize losses, and most insurers offer alarm system discounts. If you use battery-operated smoke detectors on your rental properties, provide tenants with replacement batteries every year and document that you have done so. Check and follow local bylaws and regulations for any specific requirements for smoke and CO detectors in residential rental units.

### 5 **Improve the housekeeping and appearance of your property.**

A property that is maintained and looks good on the inside and outside tells a story when it is inspected. Most insurance companies will search for property photos online and/or inspect the property before issuing or renewing a policy. A poor looking exterior, or interior could impact the insurer's decision to take on the risk, or to renew it.

- Keep combustibles away from electrical systems the furnace and hot water tank
- Limit the use of extension cords (use approved electrical protocols)
- Fix loose or broken steps
- Address water drainage issues on the exterior of your properties (e.g., extend downspouts)
- Fix loose or curled shingles.
- Maintain and clear sidewalks, parking lots, walkways, etc. to help prevent tripping and slipping hazards. Consider hiring a professional to keep these areas clear in the winter.
- Help keep your insurance premiums low by reducing the chance of loss, damage or injuries.

Properties with updated mechanical, electrical and HVAC are more attractive to insurers. Maintain documentation on updates to structures or building components and inform your insurance representative about these updates.



**CONTINUED >>**

**6 Ask about other discounts.**

Shop around because different insurers may offer different types and amounts of discounts. It pays to be informed.

**7 Require all renters to carry tenant's insurance.**

Tenant's insurance covers the possessions of a renter, and their personal liability insurance. Purchasing and maintaining legal liability insurance is typically, a legal condition in a lease. Tenants may be liable for any damage they cause to the building or unintentional harm caused to others who live in or visit the property. By ensuring your tenants have this coverage as a condition of their lease, your insurer can ask the tenant's insurer to reimburse

for losses due to their negligence and may even pay for losses not covered by your insurance policy. By having the tenant responsible for damage caused through their negligence, your insurance risk is minimized.

**8 Work with your broker/agent – keep them informed.**

Your insurance professional can provide important advice to help protect your rental property from unexpected disasters. Keep your broker/agent informed about any major changes to your property, including major upgrades, renovations, expansion plans or a change in the nature of your operation. Ask your insurance professional what you can do to minimize the risks of fire, water, theft and injury to guests and workers on your premises.



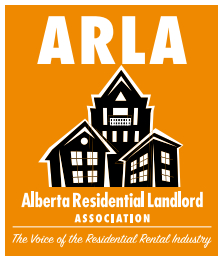
***We are here to help.***

If you have questions about commercial, auto or home insurance, please visit [ibc.ca](http://ibc.ca) or call **1-844-2ask-IBC** (1-844-227-5422).

May 2025



**IBC**  
Insurance Bureau  
of Canada



# MEMBER TO MEMBER SERVICE CONTACTS

**LOOKING FOR A PREFERRED SERVICE MEMBER FOR YOUR PROPERTY? WE HAVE SOMEONE FOR YOU!**

## **4Rent.ca**

780-984-4902 carolyn@mediaclassified.ca

## **4-Way Inspection Services Ltd.**

780-982-5687 travis@4wayelectrical.com

## **911 Restoration of Edmonton**

780-803-9473 patrick.l@911restoration.com

## **Abalon Construction**

780-935-2777 solutions@abalonconstruction.com

## **Abell Pest Control**

780-454-5545 dwadlow@abellgroup.com

## **Action Security Group**

780-451-6545 mike.ridgway@theasginc.com

## **AEDARSA**

780-448-0184 charlene.zatorski@aedarsa.com

## **Affinity Credit Solutions**

780-428-1463 brian.summerfelt@affinitycredit.ca

## **Alarm Tel**

780-850-4525 darryld@alarmtel.ca

## **Alberta Ecotrust Foundation**

403-209-2245 m.hauer@albertaecotrust.com

## **Alberta Mechanical Solutions Ltd.**

780-209-4822 mike@abmechs.com

## **All Reach Glass Services Inc.**

780-483-9561 office@allreachglass.com

## **All Weather at Home Installation Services**

780-915-6120 efradsham@allweatherathome.ca

## **Amptec Fire & Security**

780-426-7878 jerry@amptec.ca

## **Apartment Life**

587-284-5805 davidmclveen@apartmentlife.org

## **Apartments.com**

804-572-6270 jle@costargroup.com

## **APOLLO Insurance**

604-358-8649 payables@apollocover.com

## **Ascend Cleaning Services Inc.**

780-667-7263 info@ascendcleaningservices.ca

## **ASCHA**

780-439-6473 irene@ascha.com

## **ATB Wealth**

825-977-0064 mlupicki@atb.com

## **Bath Fitter**

403-554-1287 mnickerson@bathfitter.ca

## **BFL Canada Insurance Services Inc.**

780-965-0689 mrude@bflcanada.ca

## **Blue Pest Ltd**

780-504-2878 Bluepestedmonton@gmail.com

## **Brault Roofing (AB) Inc.**

587-337-8447 smcgregor@braultroofing.com

## **Can Dye Carpets Ltd**

855-422-6393 khen.vluu@gmail.com

## **Capital City Tree Service**

587-735-6363 info@capitalcitytreeservice.ca

## **CARMA Corp.**

866-836-3837 tdolliver@armacorp.com

## **Carson Dunlop The Wuestner Team**

587-987-1189 andy.wuestner@carsondunlop.ca

## **Cedar Tree Flooring Inc.**

780-935-6643 info@cedartreeflooring.ca

## **Cerkal General Services Ltd**

780-200-9005 diana@cerkal.ca

## **Certified Flooring**

780-452-6293 info@certifiedpro.ca

## **Chateau Lighting**

780-434-9024 shane@chateaulighting.ca

## **Christensen & McLean Roofing Co. Ltd.**

780-447-1672 phil@cmroofing.ca

## **Classic Landscapes Limited**

780-485-0700 trevor@classiclandscapes.com

## **Claystone Waste Ltd.**

587-920-9249 dan.rochette@claystonewaste.com

## **Cloverdale Paint Inc.**

604-551-8083 dpicariello@cloverdalepaint.com

## **Coinamatic Canada Inc.**

780-786-8388 dposa@coinamatic.com

## **Colliers Macaulay Nicolls Inc.**

780-969-2979 perry.gereluk@colliers.com

## **Consolidated Civil Enforcement Inc.**

403-698-8461 amandam@ccebailiff.ca

## **CR Concrete Lifting**

780-940-5976 admin@crconcretelifting.ca

## **Cushman & Wakefield Edmonton**

780-953-8383 raphael.yau@cwedm.com

## **CVG Canadian Valuation Group Ltd**

780-421-4200 gary.smith@canadianvaluation.com

## **Dave's Heating & Gasfitting**

587-588-9172 davesgasfitting@gmail.com

## **Davey Tree Expert Company of Canada**

780-433-8733 kevin.cassells@davey.com

## **Delnor Restoration Services Ltd.**

780-929-4004 leannes@delnorrestoration.ca

## **Digi 3D Scan Inc.**

780-265-0641 scan@digi3dscan.ca

## **Done Rite Fire Protection Inc**

780-455-0255 info@doneritefireprotection.com

## **Donewell Property Services**

780-292-4958 jared@donewell.ca



# MEMBER TO MEMBER SERVICE CONTACTS

## Dormakaba Canada

780-893-9004 gary.belyea@dormakaba.com

## Double Clean Inc.

780-919-1524 brandon@doubleclean.ca

## Dryer Vent Scrubbing Summit Fireplaces

780-819-4527 dryerventscrubbing@gmail.com

## Ecopest Inc.

780-448-2661 sameer@ecopest.ca

## Edmonton Eviction Services

780-974-8427 don@edmontonevictionservices.com

## Elite Trade Painting

587-745-1865 sjanke@elitetradepainting.com

## Encor by EPCOR

780-619-5885 mchristianson@epcor.com

## Enman Construction

902-315-1313 julee@enmanconstruction.com

## Entrata Inc.

781-292-0394 nsmileye@entrata.com

## Entuitive

780-782-7316 bereket.alazar@entuitive.com

## Everway Legal Support Inc.

403-244-4782 billing@everway.ca

## Exceptional Surfaces Edmonton Ltd.

780-236-1661 info@esedmonton.com

## First General Edmonton

780-463-4040 thao.tran@firstgeneraledm.ca

## First Onsite Restoration

780-733-3399 clavery@firstonsite.ca

## Fountainhead Mechanical Inc

403-702-6900 proposals@fountainheadmech.ca

## George Spady Society

780-887-7494 laiton@gspady.ab.ca

## Global Property Inspections

587-589-9098 sergey.lavrinenko@gpiinspect.com

## GlobalTech Group Ltd.

780-453-3433 b.kemp@globaltechgroup.ca

## Golden Spike Lumber Sales

780-962-3160 connorh@getwood.ca

## GSAdvanced Cleaning Ltd

780-463-3177 gsadvancedcleaning@outlook.com

## Hamdon Energy Solutions Ltd.

780-448-0074 omar@hamdon.net

## Hollen Industries

780-974-2700 apalmer@hollenindustries.ca

## Home Depot Pro

416-571-8940 michael\_lirangi@homedepot.com

## HomeTECH Windows & Doors

7807550380 info@hometechwindows.ca

## Hydro-Flo Plumbing and Heating Ltd.

780-203-2230 james@hydro-flo.ca

## ICON Elevator Inc.

780-919-6529 brendon@iconelevator.ca

## Ignite Web Design

780-720-1385 aaron@ignitewebdesign.ca

## Infinite Plumbing Heating & Drain

780-782-4441 infiniteplumbing@live.com

## IPCG Group

368-887-6219 toby.burden@ipcg.ca

## Iron Shield Roofing

780-758-7663 cory@ironshieldroofing.com

## IVIS Inc.

780-476-2626 ap@ivisinc.com

## Jayson Global Roofing Inc.

780-438-0331 ap@jaysonglobal.com

## Karlen-Kada Integration Inc.

780-453-1362 daniel@karlenkada.com

## KRU

587-991-4620 jeff@mykru.ca

## Majestic Flooring & Design center

780-968-4440 steve.majesticflooring@telus.net

## Major Pest Control

780-906-0911 info@majorpestcontrol.ca

## Martello Group

604-681-6544 marketing@martello.group

## Maysfield Appliance Repair Ltd

780-221-3243 lburns@maysfield.ca

## MG&S Trade Solutions Inc.

825-522-2000 michael.magcor@gmail.com

## Mosaic Home Services Ltd.

780-235-5599 steven@getmosaic.ca

## NB Benny's Contracting Ltd

780-265-4029 andrew@nbbennys.com

## No Water Roofing

780-902-7510 info@nowaterroofing.ca

## OAB Reliable Carpet & Furnace Cleaning

780-720-2007 oabcarpetcare@live.ca

## Off The Ledge Inc.

587-873-2020 cody@offtheledge.ca

## On Side Restoration

604-293-1596 nbiggar@onside.ca

## One Call Restoration & Services Inc.

780-800-4110 info@onecallrestoration.ca

## Orkin/PCO Services Corp.

780-483-3070 tbarraclough@orkincanada.com

## OSCO Mudjacking & Construction Ltd.

780-469-1234 accounts@oscomudjacking.com

## Oxi Fresh Carpet Cleaning Edmonton South

780-713-7727 oxifreshedsouth@gmail.com

## Paladin Security Group Ltd.

780-413-9000 kherman@paladinsecurity.com

## Paneless Property Services

780-707-8385 contact@panelesswindow.com

## Paul Davis Restoration

780-454-4047 Ryan.Bubenko@pauldavis.com

## Pop-A-Lock

780-453-3433 ap@poplock.ca

## Propra

403-605-5556 al-karim@propa.ca



# MEMBER TO MEMBER SERVICE CONTACTS

## Provident Energy Management

780-394-0826 jrychlo@pemi.com

## PURE Restoration

403-888-1449 robyn@pureresidential.ca

## Pyramid Concrete & Consulting Ltd.

780-481-0808 cole@pyramidconcrete.net

## Ram Mechanical Inc

780-982-3171 sean@rammech.com

## Rapid Response Industrial Group Ltd.

780-691-9083 reg@rapidresponseind.com

## Read Jones Christoffersen Ltd. (RJC)

587-744-0221 JMurphy@rjc.ca

## Reliance Home Comfort

403-835-8266 MCuthbertson@reliancecomfort.com

## Rent Check Corporation

416-365-7060 bjmaxwell@rentcheck.ca

## Rental Deposits

416-550-6670 nathan@depositrocket.ca

## Rentdigi

780-297-7978 Sunny@rentdigi.com

## Rentsync

905-397-5088 leighann@rentsync.com

## Reynolds Mirth Richards & Farmer LLP

780-425-9510 HBesuijen@rmrf.com

## Rogue Remediation Inc.

780-224-9845 service@rogueremediation.com

## RONA INC

416-333-2617 Blaze.Gentile@rona.ca

## Rümi - Home Services by ATCO

780-903-1846 rupinder.bhatti@atco.com

## Salas O'Brien

587-337-5011 Aamir.Shaikh@salasobrien.com

## Sam On Site Inc.

587-340-5030 sermadfarooq228@gmail.com

## Service Experts

368-882-2844 ted.dakin@serviceexperts.com

## ServiceMaster Restore

780-443-4338 jason.miller@smedmonton.ca

## Serv-It Process & Bailiff Services

780-424-9020 tds@serv-it.ca

## Servpro Edmonton

780-267-3284 psanders@servproedmonton.com

## Shield Foundation Repair

780-760-4900 info@shieldfoundationrepair.ca

## SingleKey

587-999-3077 mackenzie@singlekey.com

## Sky Blue Projects

780-901-9176 info@skyblueprojects.ca

## SkyFire Energy

403-660-3318 shaakonson@skyfireenergy.com

## Solution 105 Consulting Ltd.

780-429-4774 accounting@solution105.com

## Soncure Contracting Ltd

780-446-6739 semerson@soncure.com

## Spartan Enhanced Property Management

780-935-9243 brittany@spartanenhanced.com

## Strata Electrical Contracting Inc.

780-893-3902 janene@strataelectrical.com

## Surface Revival

780-246-7729 admin@surfacerevival2024.org

## Telus Communications Inc.

780-868-5904 samantha.bibeau@telus.com

## Total Integration Inc.

780-444-7004 accounts@totalintegrationinc.com

## Treasures Insurance & Risk Management Inc

780-452-4405 stacy.top@excelrisk.ca

## Tree of Knowledge (TOK) Engineering Ltd.

780-434-2376 mbankey.tok@shaw.ca

## Trident Mechanical Services Inc

780-655-0522 daniel@tridentmechanicalservices.ca

## Triumph Roofing Inc.

780-938-1649 cbarnicott@triumphinc.ca

## Trusty Tree Services Limited.

780-860-5500 info@trustytree.ca

## Wade Consulting Inc.

780-486-2828 info@wadeconsulting.ca

## Waste Connections of Canada

780-464-9413 apedmonton@wasteconnections.com

## Westland - MyGroup

587-337-4116 kcorkum@westlandmygroup.ca

## Westland Express

587-337-4116 kcorkum@westlandexpress.ca

## Westview Village

780-447-3345 mluna@lautrecltd.com

## Winmar Property Restoration

780-488-8854 gabriellelawrence@edmonton.winmar.ca

## World Floorcoverings

780-430-1405 mikem@worldfloorcoverings.com

## Xact-Vu Restoration

403-899-3029 Nick@xactvu.ca

## Yardi Canada Ltd.

1-800-866-1144 Jasmin.rodas@yardi.com

## ZoJacks

403-332-0144 dustin@zojacks.com

## Are You a Landlord in Alberta in Need of Professional Landlord Forms & Notices?

# ARLA



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

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

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

**PLEASE VISIT: [WWW.ALBERTALANDLORD.ORG](http://WWW.ALBERTALANDLORD.ORG) FOR MORE INFORMATION**

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**Carolyn Porteous**  
carolyn@mediaclassified.ca  
780.984.4902

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