

RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY

ARLA


**Alberta Residential Landlord
ASSOCIATION**
The Voice of the Residential Rental Industry
 ISSUE 1
VOLUME 29
SPRING 2024


2024 Landlord Resource Trade Show & ARLA Achievement Awards Luncheon

Join us on May 9, 2024 from 9:00 am - 3:00 pm at the Chateau Louis Conference Centre. The Trade Show has 36 tables with great landlord resources!

Two seminars will be held during the morning: "Evictions and What You Need to Know" and "Tips For a Successful RTDRS Hearing".

The Awards Luncheon will start at 11:30 and will be an exciting time as we honor those in the industry.

Cash prizes 5x\$500 will be given away to those that submit a full bingo card with all the table exhibitors marked! Tell your staff, friends and anyone who may be interested. The Trade Show is free for everyone! Details on page 2.

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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.

2023 RECAP: EDMONTON'S MARKET SOARS WITH RECORD OCCUPANCY, FUELED BY POPULATION GROWTH

YARDI CANADA LTD.

Canada's multifamily market saw a strong performance in 2023, with a trend projected to continue into 2024 due to persistent supply and demand imbalances. The national average for in-place rents climbed to \$1,480, while the national average vacancy rate reached a multi-year low of 2.7%. The city of Edmonton mirrored this trend, with in-place rents and vacancy rates at \$1,371 and 3.1% respectively. This surge is largely attributed to Alberta's significant population. As per the province of Alberta, that number grew by 2.5% from the previous year, the highest annual growth rate since 1980.

New Lease Rents Continuing to Rise

Yardi's Q4 2023 rental data indicates substantial growth in new lease rents across Canada. Nine out of twelve tracked cities and five out of seven provinces experienced increases exceeding 10%. Nova Scotia (16.1%) and Ontario (15.8%) witnessed the highest year-over-year growth.

However, Alberta's lease-over-lease rent growth rate dipped to 11.9%, with the weakest growth observed in Manitoba (3.4%). This can be attributed to Winnipeg not experiencing the significant gains seen in other regions.

This situation continues to pose challenges for those seeking affordable rental options, especially as demand is predicted to remain high in 2024. Interestingly, the national average growth rate of 12.2% represents a decline compared to previous quarters, potentially signaling a peak in rent prices.

Growing Consensus on the Need for More Rental Housing

In response to the evolving multifamily landscape, both federal and provincial governments in Canada have intensified their efforts to stimulate the development of purpose-built rentals. Measures such as tax exemptions for

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LANDLORD RESOURCE TRADE SHOW & ARLA ACHIEVEMENT AWARDS LUNCHEON

Learn from Industry Experts, Celebrate Successes, and Explore
Service Member Offerings at ARLA's Landlord Resource Trade Show!

11420 117 Street, Chateau Louis Conference Centre

MAY 9, 2024

Landlord Resource Trade Show

9:00 am - 3:00 pm

St. Michael Room

**Attend the Trade Show, stop by each table for
a chance to win 1/5 \$500 cash prizes!**



Evictions & What you Need to Know

Presented by Don Gray Edmonton Evictions Services

9:00 am - 11:00 am

Executive Room

Tips for a Successful RTDRS Hearing

Presented by Brad Longeway, Serv-it Bailiff Services Inc.

9:00 am - 11:00 am

Leland Room

ARLA Achievement Awards Luncheon

11:30 am - 1:30 pm

Grand Ballroom

EXHIBITORS!

- NO WATER ROOFING
- DORMAKABA
- PROPRA
- WASTE CONNECTIONS
- POOPRINTS
- CONSOLIDATED CIVIL ENFORCEMENT
- TELUS
- MOSAIC HOMES
- TOK ENGINEERING
- CQ NETWORK
- SERVICE MASTER
- HERMES PLUMBING
- SINGLEKEY
- OFF THE LEDGE
- SERVICE ALBERTA
- CENTRE FOR PUBLIC LEGAL EDUCATION
- RAPID RESPONSE
- ECOPEST
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Thank you!



FEATURE ARTICLE: CONTINUED FROM COVER

YARDI CANADA LTD.

developers and the launch of a \$4 billion Housing Accelerator Fund have been introduced. Despite these proactive

initiatives, the number of new developments is unfortunately declining, primarily due to escalating construction and labour costs.

Securing debt funding for property development has also become a significant challenge. Major banks, traditionally the financiers of property developments, have become more cautious due to ongoing economic uncertainties and difficulties with presales. This has made it increasingly difficult for developers to secure the necessary funding for new projects. As a result, despite government efforts to stimulate supply, the housing market continues to face significant hurdles.

Optimistic Economic Outlook

Following a slowdown in the latter half of 2023, Yardi predicts Canada's economy will remain weak through the first half of 2024. However, TD Economics forecasts Alberta

and Prince Edward Island to achieve 1.4% GDP growth in 2024, remaining leaders in provincial economic expansion. While Alberta's annual employment growth rate reached 3.4% year-to-date in 2023, a month-over-month decline in the labour market has also been observed. Growth levels in Alberta are not expected to reach a limit due to the constraints consumers have faced due to inflation and increasing debt-service costs.

Canada vs. the U.S.: A Tale of Two Markets

Both Canada and the U.S. experienced strong demand and rent growth in 2021 and 2022 following the pandemic. However, in 2023, Canadian rent growth continued its upward trajectory, whereas the U.S. witnessed a plateau. This is primarily due to the U.S.'s significant supply response, with 1.2 million apartment units currently under construction and over 1 million units expected to be delivered in the next two years.

In contrast, Canada has seen a disconnect between housing and immigration policies. While the population is growing at a much faster pace than in the U.S., housing

construction remains sluggish. This has resulted in rapid rent growth, migration of households in search of more affordable locations, and renters staying in place longer to avoid significant increases in housing costs.

Yardi's Commitment to Rental Transparency

Data-driven decisions are crucial in the current economic climate. Yardi's comprehensive reports empower you to invest in real estate and grow your business with confidence. Our Q4 2023 market analysis, encompassing data from over 470,000 units and 5,300 properties across Canada, offers insights into in-place rents, lease-over-lease rent growth, vacancy rates, and annual turnover percentages by province, CMA, and bedroom type.

Stay informed about these trends in Alberta, Western Canada, or nationally by subscribing to Yardi's multifamily quarterly report at Yardi.com/CNDMMultifamilyReport



PRESIDENT'S MESSAGE SPRING 2024

BY ROXANNE JOHNSON, ARLA PRESIDENT 2024

I would like to thank all our members who have renewed for the 2024 year and welcome to all our new Professional

and Service members.

I have a feeling that 2024 is going to be an awesome year! Your board already has most of our seminars and events planned out, we are working on finalizing the wonderful events for the Trade Show and you can't forget the Golf Tournament! Watch your emails and social media for updates.

During our selection for Educational Webinars & Seminars we try to select topics that are of interest to members and that when you leave you say "wow I didn't know that! I learnt something new today!"

This edition of the Rental Gazette I would like to share with you how changing the

way we say something to a customer when things aren't going as we anticipated. We all try to give the best customer experience we can, however hurdles can get in the way and how we communicate to our customers can change the way they feel we are helping them.

Every day we speak to at least one of our residents/customers. Sometimes we are telling them things that they want to hear. "We are going to order you a new fridge." Or "You will never get a rent increase". Wouldn't our job be a breeze if we only had to tell our residents/customers good things? Unfortunately this is in my imaginary world of rainbows and sunshine.....not real life.

At times we have to give our residents/customers bad news. The key to breaking bad news is to maintain trust. When it comes to dealing with resident/customers, trust is easier to lose than gain. When we lose trust, everything we say becomes suspect. Here

are some phrases that will hopefully help avoiding pushing people's buttons.

Instead of saying "Please bear with us" try "We sincerely appreciate your patience."

Instead of saying "Our policy is" try explaining why we have the policy. "We treat all of our residents/customers equally and that is why....."

Instead of "I don't have any maintenance until Tuesday" try "Maintenance will be there as early as Tuesday"

Instead of "What do you want us to do?" try "What will work best for you?"

Instead of debating irrelevant points of fact "no..you told me" empathize with them "I see your point or that sounds frustrating!"

Here is wishing your month is full of rainbows and sunshine!



EDITOR'S MESSAGE SPRING 2024

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

Market Update Spring 2024

As we transition into spring 2024, global uncertainties

persist, fueled by geopolitical tensions such as Russia's ongoing actions in Ukraine and escalating conflicts in the Middle East, particularly between Israel and the Palestinian people and the attacks on Red Sea shipping routes, which have impacted global shipping costs which could feed into higher inflation if they escalate. Despite these challenges, Alberta's economy has maintained a degree of stability, thanks in part to stabilizing oil and commodity prices. Inflation appears to be nearing the Bank of Canada's target, but the Bank remains cautious, fearing that an interest rate cut could further heat up the residential housing market, which is already under pressure across all types of residential housing. On March 6, 2024, the Bank of Canada announced it would maintain interest rates at 5%, emphasizing its efforts to manage inflationary pressures.

Looking back at Alberta's economy in 2023, oil prices stabilized around \$80 per barrel, significantly contributing to the province's revenue from oil and gas royalties. The Alberta government projects ending the 2024-25 fiscal year with a \$367 million accounting surplus, though it still needs to borrow money to meet its cash requirements. Finance Minister Nate Horner stated that the province plans to allocate \$6.4 billion in surplus cash from the Alberta Fund towards savings and debt repayment. Of this amount, \$2 billion will be allocated to the Heritage Savings Trust Fund, \$3.2 billion will go towards paying maturing debt, and \$1.2 billion will be used for other debt repayment purposes.

As of January 2024, the unemployment rate in Edmonton remained at 6.7%, unchanged from the previous month. While this rate is 8.9% below the peak recorded in June 2020, it still exceeds the long-run average. The city saw 7,400 fewer full-time jobs in January 2024 compared to the previous month.

In January 2024, Alberta recorded 2,910 housing starts, marking a 47.9% increase

compared to January 2023. The vacancy rate for purpose-built rental apartments decreased from 4.3% to 2.4% in 2023, driven by stronger growth in rental demand relative to supply. This marks the lowest vacancy rate in nearly a decade, fueled by robust demographic and economic growth in 2023. Edmonton continued to witness growth in the purpose-built rental sector, with the apartment universe expanding at a rate higher than any previous decade. Rent levels for a 2-bedroom apartment increased by an average of 6.4% in 2023 due to lower vacancies, with rising mortgage rates also contributing to increased costs for first-time homebuyers.

Investment in the multi-family asset class continued its upward trend through the final quarter of 2023, with an additional 27 sales totaling \$152.3 million closing. This brought the total investment for 2023 to just under \$1 billion, the highest total investment in a decade. Including high-rises and all multi-family asset classes, the average capitalization rate for Edmonton was 5.07%.

Looking ahead, vacancy numbers are expected to decrease slightly with the federal government planning to bring in over 485,000 immigrants in 2024. Alberta is projected to experience similar levels of positive interprovincial and international migration in 2024, which, combined with high interest rates pricing potential buyers out of the market, will likely lead to an increase in rental rates. While further cap rate decompression is anticipated for the first half of 2024, the increase is expected to be marginal.

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

Source: CMHC, Cushman & Wakefield
Edmonton Research Services, Treasury Board
and Finance (Alberta), The Network, Canada.ca

ARLA

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EXECUTIVE DIRECTOR REPORT SPRING 2024

BY DONNA MONKHOUSE, ARLA EXECUTIVE DIRECTOR

Firstly, we would like to thank all those members that renewed their 2024 Membership and continue to

support ARLA! We will continue to grow our association to benefit all members! We will continue to advocate for the Industry! We will continue to provide education and topics of interest! We will continue to support our Member Community!

Mark your calendars! Share with everyone! Our Trade Show is coming May 9th and we are so excited!

We are super excited to be hosting our 3rd Landlord Resource Trade Show and even more happy to be hosting the ARLA Achievement Awards once again. It is so great to honor those in our industry - we all know how hard we work!

We hope you will all participate and allow your staff the opportunity to attend the trade show (It's Free) and you can enter the draw for several \$500 cash draw prizes!

There will also be two seminars held in the morning of the Trade Show - Evictions - what you need to know and RTDRS - preparing your case.

Education

We continue to offer a variety of Webinars and Seminars throughout the year, along

with breakfast meetings and Luncheons.

Keep those referrals coming too! It would be great to have several names in our draw jar every 4 months for a \$100 gift card for referring a member that joins!

What Else is Happening at ARLA's Office?

- Monitoring the City of Edmonton Council Meetings for more on the Bad Landlord Registry and Licensing that they are proposing.
- ARLA has commissioned a document to share with the members showing Revenues and Expenses over the past 10 years. This will help us highlight any issues we have with either government with respect to adding any extra burden to landlords as well as showing our tenants why the rents are increasing. We will also be doing a social media campaign to ensure our voices are heard - we are not bad landlords we are only trying to make ends meet and upkeep our properties.
- We continue to advocate to the province and the City on Safety and Security within our City for our Buildings and our tenants.
- We attend and represent ARLA members at ARTAC and Safety Codes Council and will be attending the Annual Pest Advisory committee meeting.
- We are working with ALRI and our membership with respect to changes to the Residential Tenancy Act to benefit all.

• We continued to bring in new members to benefit everyone - please make sure you take a look at all our members.

• We continue to keep our members apprised of all happenings by way of monthly broadcast! Don't miss reading these!

• We continue to add new information and resources to our website as well - please visit www.albertalandlord.org.

We want to wish all of you a Happy Easter and look forward to seeing everyone at the upcoming Trade Show.

Again, that's May 9th, 2024 from 9am to 3pm. And don't miss the Awards Luncheon!



SAFETY & SECURITY HIGHLIGHTS

BY DONNA MONKHOUSE, ARLA EXECUTIVE DIRECTOR

Recently ARLA held a virtual discussion with our Membership with respect to safety and security for our buildings and tenants. We discussed what we are doing, what more we can do and what we can ask the government and city officials to do to help us. A copy of the letter we sent is on page 7.

Here are the Highlights of the Discussion

What is Happening Out There

- Vandalism - prying doors/ripping off intercoms/busting glass/theft

- Special tools are being used in some cases to circumvent security measures
- Sleeping in vacant units or other areas they can access - check these areas regularly
- Tenants / Staff / Security being threatened
- Lots of youth activity
- Vehicles being vandalized

Things Being Done by Landlords to Help with Security

- Interlocking Astragals on all entry doors to building

- Timers on outside doors that lock at certain times
- Extra cameras in and around the buildings
- Moving intercoms to the outside vestibule door and locking that door as well as the second interior one
- Communicate regularly with the tenants - don't let anyone in you don't know; watch for unusual activity and let us know - we can assure you that you will remain anonymous
- Changing glass doors to steel doors

SAFETY & SECURITY HIGHLIGHTS: CONTINUED

BY DONNA MONKHOUSE, ARLA EXECUTIVE DIRECTOR

- Regular inspections of the buildings and vacant suites
- Put up blinds/curtains on vacant units and leave a light on
- Lighting – increase lighting outside and inside – put up motion sensors
- Disable intercoms and let tenants know if they are expecting anyone they must go down and let them in
- Hire security – can be costly but effective for a period of time
- Install a bar over your intercom so they cannot rip it off or damage it
- Make sure all your codes that are installed at time of installation on intercoms are removed – this would be the default codes that are entered to get into the building
- Alarms on doors such as laundry / storage etc. that alerts management or tenants to call
- FOB system not key system
- Lock all doors/windows/patio doors – including upper floors
- Look into the crime free program
- Contact the police for agent status on your buildings
- Call the police and put in a report when you have an incident. Even if police don't respond – it will be a recorded incident
- Contact the beat cop for the area – you have to phone the police to get that number and name
- Contact 211 if someone at your building needs help or if you believe them to be dangerous call the police
- Parkades – warn tenants about waiting for the door to close behind them and reporting anything unusual
- Shared security with another manager in the area to try to lower costs

LETTER TO MINISTERS OF PUBLIC SAFETY & EMERGENCY SERVICES

RE: SAFETY ISSUES IN EDMONTON | MARCH 4, 2024

Minister Ellis, Minister of Public Safety and Emergency Services

Deputy Minister Rae-Ann Lejunesse, Public Safety and Emergency Services

We are writing again to express our concerns over the escalating issues of Safety and Security of our buildings and tenants. Last year at this time we wrote a letter on behalf of the Multi-Family Residential Industry Sector, which is the group comprising the Alberta Residential Landlord Association. We currently represent landlords with 1 unit to 5000 + units in and around Edmonton. The problems with vandalism/damage and the safety of our tenants continue, along with the escalating costs incurred to keep our buildings and tenants safe.

We recently held a meeting with our membership to discuss the issues and what more we can do as Landlords to ensure safety in our communities. Issues are widespread in all areas of Edmonton but are more prominent in the downtown core, Whyte Avenue, Jasper Place and northeast sector. The costs for repairs are becoming more concerning and all our efforts to increase security and safety are not enough. These costs will soon be shared with the residents and along with the increasing property taxes, interest rates, utilities, maintenance costs, insurance, etc. we are

only exasperating the problem of steadily increasing rents.

Additional police officers and more community-based officers would be of great assistance. A rebate or incentive to Landlords for costs associated for installation of security upgrades would be welcome and/or offset security enhancements with tax reductions for Landlords to do upgrades to increase safety.

Landlords are being forced to implement extraordinary measures: further safety devices on buildings, on-site visible security to monitor events in and around the buildings causing operating costs to rise exponentially. As Landlord costs increase, rental rates follow, and affordability becomes increasingly unattainable for many in our city.

Tenants are feeling uncomfortable in and around their buildings. Landlords are reporting break ins to their buildings where criminals have used specialized equipment, causing thousands of dollars of damage and resulting in significant property loss for both Landlords and Tenants. We are contacting the police, and reporting incidents, but that is all we can do.

Mental health concerns, social issues, drug use and addiction, increasing homelessness and unmanaged, derelict properties seem to be significant drivers of these problems.

These are issues beyond a landlord's ability to address. Frustration is growing.

We do not wish to demonize any particular group of people, but the fact remains that tenants are asking landlords for safer and more secure places to live but landlords have limited means of addressing these issues and often at great expense.

We see ourselves as members of the community and we all want our communities to be a safe place to live, work and play.

We are asking for more help and action on how to improve the safety and security of our residents, communities and buildings.

We are writing to you in order to seek answers that we can pass along to landlords. We are writing to the City of Edmonton Mayor and Council about this issue as well but expect that the Provincial Government will be working towards new approaches to address these issues.

Any questions can be directed to Donna Monkhouse, Executive Director at donna@albertalandlord.org or 780 413 9773.

Sincerely,
Alberta Residential Landlord Association

*Per: Roxanne Johnson, President
Alberta Residential Landlord Association*



THE MUTUAL BENEFITS OF TENANT INSURANCE : SAFEGUARDING TENANTS AND LANDLORDS ALIKE

BY KATHLEEN CORKUM, CIP, BUSINESS DEVELOPMENT MANAGER, WESTERN CANADA, WESTLAND EXPRESS

Tenant insurance, also known as renter's insurance, is an often-overlooked necessity

that provides a safety net for both tenants and landlords. This type of insurance not only protects tenants' personal belongings but also contributes to a secure and harmonious rental environment. In this article, we will explore the various benefits of tenant insurance, emphasizing how it serves the interests of both tenants and landlords.

According to a survey in Alberta on tenant damage, landlords spent nearly 6 million dollars to repair damage caused by tenants in 2016. This number has undoubtedly gone up in the past few years. When you consider that nearly half of renters in the country don't have tenant insurance, this value is not surprising.

Protecting Tenants' Belongings:

1. Coverage for Personal Property

Tenant insurance offers coverage for personal belongings, including furniture, electronics, clothing, and valuables. In the event of unforeseen disasters such as fire, theft, burst water pipes or natural disasters, tenants can recover the cost of replacing their damaged or stolen items.

2. Temporary Living Expenses

Usually called "Additional Living Expense" in a tenant policy, this provides coverage if a rented property becomes uninhabitable due to an insured event. It can cover temporary living expenses such as hotels and meals. This ensures that tenants are not left stranded or financially burdened while their residence is being repaired.

3. Liability Protection

Tenant insurance provides liability coverage,

protecting tenants from potential lawsuits arising from accidental injuries or damage to others on the rented property. This coverage is especially crucial in today's litigious society. The liability also provides coverage for the rental unit itself if the tenant is legally liable for damage to the unit. An example of this would be a tenant letting a bathtub overflow or leaving a pot unattended on the stove which subsequently causes a fire resulting in smoke and water (from sprinklers) damage to the unit.

Promoting Landlord-Tenant Relations:

1. Reduced Tenant Financial Strain

When tenants have insurance to cover their personal belongings, they are less likely to experience financial strain in the face of unexpected events. This, in turn, reduces the likelihood of late rent payments or disputes related to property damage.

2. Peace of Mind for Landlords

Landlords benefit from tenant insurance as it provides a layer of security, knowing that their tenants have a financial safety net in case of emergencies. The liability coverage of a Tenant's policy can also provide for repairs to the landlords property. This can lead to a more positive and cooperative relationship between landlords and tenants.

3. Streamlined Claims Process

Tenant insurance often facilitates a smoother claims process. If a tenant damages the landlord's building, the landlord can access the tenant's liability insurance to reimburse them for the repairs thus expediting the resolution of issues related to damages or losses.

Risk Mitigation and Cost Savings:

1. Lower Insurance Premiums for Landlords

Landlords who require tenants to have insurance may qualify for lower property insurance premiums. This is because tenant insurance reduces the likelihood of the landlord's insurance being the primary source of compensation in the event of a covered loss. If a tenant causes a fire or water damage and has no insurance, then a landlord either must pay for the repairs themselves or use their own insurance to cover the damage while they attempt to recoup the damages from the tenant. In the case of large losses, it's unlikely that a tenant would have the resources to cover the building damage even if they are liable.

2. Reduced Legal Disputes

Tenant insurance helps prevent legal disputes between landlords and tenants by offering a clear framework for handling damages and losses. This proactive approach minimizes the chances of disagreements escalating into lengthy and costly legal battles.

Conclusion:

In conclusion, tenant insurance is a win-win solution for both tenants and landlords. By safeguarding personal belongings, promoting positive landlord-tenant relations, and mitigating risks, tenant insurance contributes to a secure and harmonious rental environment. As responsible tenants invest in protecting their possessions, landlords can also enjoy the benefits of reduced financial risks and enhanced peace of mind. Encouraging and educating tenants about the importance of insurance is a step towards fostering a more resilient and cooperative rental community.

For more information, please contact Kcorkum@westlandexpress.ca

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ARLA
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The Voice of the Residential Rental Industry

ALBERTA RESIDENTIAL LANDLORD ASSOCIATION MISSION, VISION AND VALUE STATEMENT 2024

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





ETHICAL DILEMMAS: RIGHT OR WRONG TRACK? HERE'S HOW TO TELL

BY GERALD TOSTOWARYK, ROYAL LEPAGE ARTEAM REALTY

It is said that the road to hell is paved with good intentions. As an ethics instructor, I've met a lot of people over the years

who had the best of intentions but were somehow barrelling down the wrong road.

Have you ever found yourself in a situation with a client or another practitioner, where you were contemplating a course of action that you were conflicted on, a course of action where you had to choose your road to travel down, and so you made a call or two to people you know for their thoughts?

Having been an industry instructor for many years and specifically being an ethics instructor, I often have members approaching me asking my thoughts on a questionable course of action they are considering.

Sometimes we are clearly on the wrong track and sometimes we are on the right track, and there are telltale signs of each.

The Wrong Track

Much of the time it quickly becomes evident that they are really just hoping for my blessing or even a simple word of encouragement that they are on the right track, that their considered course of action is perfectly acceptable, or at least that they are justified in considering it. There's generally only one problem, it usually isn't and they usually aren't.

The first thing we often do in these situations is ask a few friends for their opinion on the matter. And the first clue we are heading down the wrong road is when our friends question our course of action, so we seek the advice of other friends.

When that doesn't work, we advance to the second level, we call someone we know in the industry who has more experience or knowledge of such areas. This is where I often get a call, and, invariably, this is where the third level of warning signs emerge. When I do get calls on this, instead of asking my opinion, the other person usually tells me the situation from the perspective of "here's why I'm justified in doing this course of action," clearly looking for me to nod appreciatively and agree. Other times they will try to gently lead me in the direction they are looking to have justified. Unfortunately, I am often unable to do so and have to offer a word of caution. This is usually where I offer

my friend the proper course of action for assistance – and where the conversation can quickly fade away.

The Right Track

No matter how much we feel justified in taking a questionable course of action, the very fact that it is questionable should be our warning to seek proper assistance. So, this begs the question, what is proper assistance? What is the proper course of action?

Check with your broker, and/or check with your regulatory body. Our friends aren't liable for any erroneous advice they give us and that we use, we are. Additionally, our friends may be biased in our favour or may not want to get into a disagreement with us, especially if they detect we are looking for a specific answer.

Our brokers are liable for erroneous advice they give us, so it is more likely to be better advice. They know these situations and they know how to avoid trouble.

Our regulatory bodies also know the situations and they clearly know the

legislation. Any advice they provide is likely to be good advice (note: some regulatory bodies may not give advice other than "See rule number..." or "Check with your broker").

There is only one problem with the advice our brokers and our regulatory bodies give us; it may not be the answer we were hoping for. For this reason, when I advise people to check with their broker or their regulatory body, this is where, as mentioned earlier, the conversation often fades away.

But it is the answer we will eventually come to realize was the right one all along. The words from Robert Frost's poem, *The Road Not Taken*, come to mind here.

Two roads diverged in a wood, and I—
I took the one less traveled by,
And that has made all the difference.

Which road will you take?

Please don't hesitate to contact the author at 780-887-3709 or Gerald.t@royallepage.ca for any information.

This column was originally published on RealEstateMagazine.ca







ARLA attended the CNOY walk on February 24th and raised \$2,179.62 to support people and families experiencing hurt, hunger and homelessness in my community.

Thank you to those who donated and joined ARLA on the walk! #WalkForBissell



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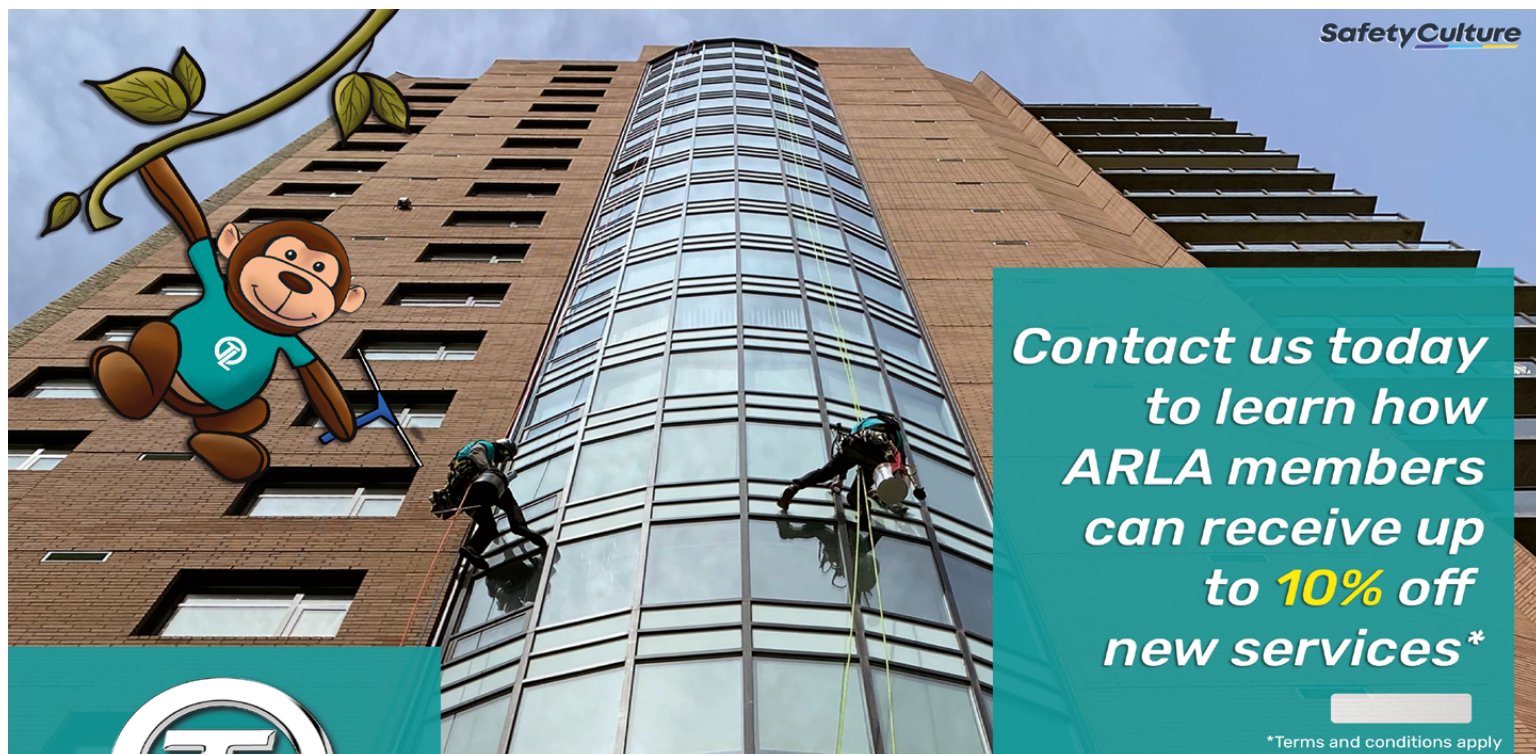
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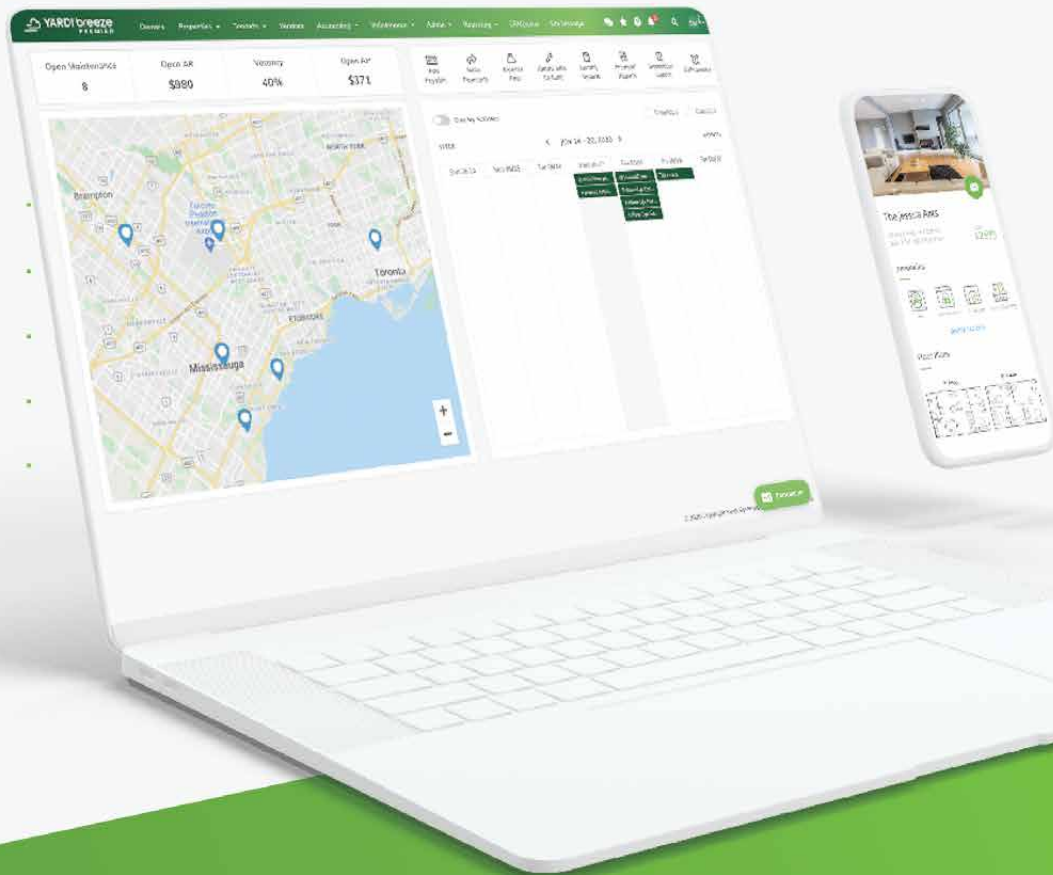
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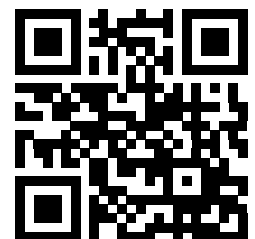
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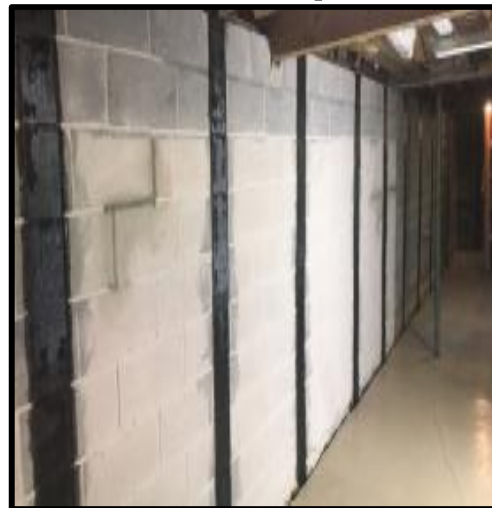
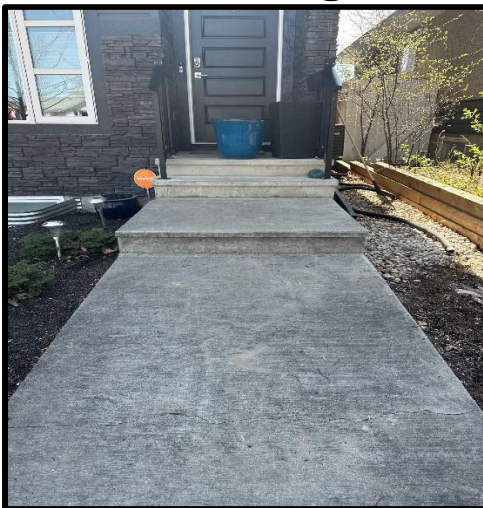
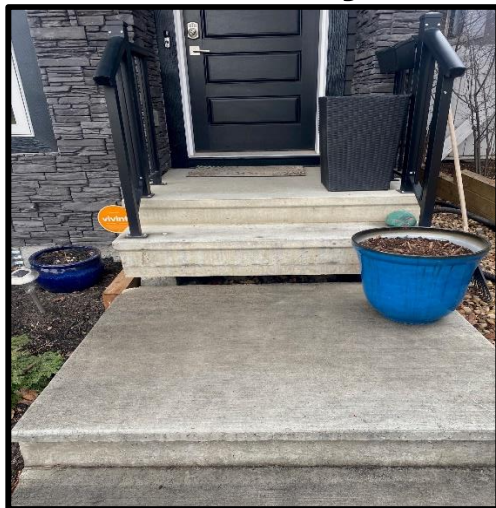
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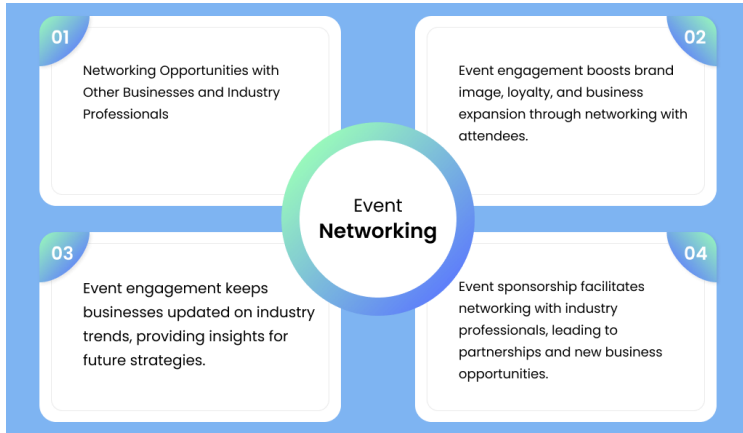
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WHEN TO CALL 911	WHEN TO CALL 211
A person has overdosed or is not breathing	A person is intoxicated or otherwise impaired
A person is violent or is threatening violence	A person is sleeping in a lobby, or unsafe space
A person is exhibiting violent behaviour and is refusing to leave	A person is dressed inappropriately for the weather
A large group situation where safety is uncertain	A person feels unsafe, but no threat of violence is present
A person is asleep in a snowbank for an extended period of time	A person is confused, disoriented, or may be experiencing a mental health concern

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Q&A ABOUT YOUR ELEVATING DEVICES

ALBERTA ELEVATING DEVICES & AMUSEMENT RIDES SAFETY ASSOCIATION

At AEDARSA, we believe that a huge part of our role in the industry is being accessible

to you, the building agent/owner. We are invested in providing ongoing education and support! Since our establishment in 1996, AEDARSA has been steadfast in our commitment to exceeding the safety expectations of Albertans. That commitment includes transparency, communication, and collaboration. With that in mind, we are always ready to answer your phone calls or email questions.

As a building agent/owner there are certain responsibilities that come with having an elevating device on-site. As important as it is to have a good working relationship with your Elevating Device Service Provider (EDSP), it is also very important to understand that at the end of the day, the device is your responsibility. Rest assured; we are here to help!

HERE ARE SOME COMMONLY ASKED QUESTIONS AND RESPONSES:

What are some common responsibilities as an agent/owner?

- Updating contact information as it changes within your organization
- Updating AEDARSA when your portfolio changes
- Directive follow-up
- Providing access for in-service inspections
- Ensuring all required testing has been completed
- Reporting non-operating devices to AEDARSA

How are elevating devices certified in Alberta?

- On April 1 of each year, AEDARSA(DAO) emails every location with elevating devices in the province a new permit. This permit remains current until March 31 of the following year.
- The invoice you receive with this permit is due by May 1. Having your permit fees paid in full and the required inspection scheduled and completed validate your permit.

Do I need to post my new permit?

- In Alberta, your permit needs to be accessible, not necessarily posted.

How do I know when my elevating device needs to be inspected?

- Approximately three months prior to your in-service safety inspection due date, AEDARSA will email you a NOTICE and a PROPOSAL.
- The proposal includes the cost of the upcoming inspection, (if AEDARSA conducts it) and a form that allows you to update site contact information, add a purchase order, if required, and convey any notes or directions.

Who is responsible for any directives called at an inspection?

- This is something that you will need to discuss with your EDSP.
- If known, AEDARSA will send a copy of the inspection report to your EDSP
- It is very important to discuss the inspection report with your EDSP representative as soon as possible and establish a course of action to have directives completed in a timely manner.

What if we can't complete the directives called at the in-service inspection by the due date?

- There are certain situations where compliance may take a little longer, situations where parts are on order are an example of such a time.
- It is important to reach out to AEDARSA by completing section 3 of the inspection report, prior to the due date, to request an extension. These requests are reviewed by the Safety Codes Officer that issued the directive(s) and responded to.

What if there is an incident?

- Under the Safety Codes Act, all incidents

and accidents involving elevating devices must be reported to AEDARSA.

- It is vitally important to contact emergency services, if required, and your EDSP as soon as possible.
- Incident/Accident reports can be accessed at www.aedarsa.com in either a fillable form or a printable pdf version. Completed reports should be submitted to incidents@aedarsa.com.
- Administrative staff at our offices are also available to help answer your questions.

How often are devices required to be inspected?

- Device types that are due for in-service inspection annually:
 - Barrier Free Lifts
 - Escalators and Moving Walks
 - Manlifts
- Device types that are due for in-service inspection biennially:
 - Elevators- Passenger & Freight
 - Dumbwaiters
 - Material Lifts

As a building agent/owner, AEDARSA understands that you have a lot on your plate. When it comes to your elevating devices, we are here to help guide you. AEDARSA will follow up on overdue directives, Category testing that appears to be delinquent, and any other circumstances that may require clarification.

There are over 18,000 elevating devices in Alberta scattered from the far north to the US border, and just as many reasons to work together to keep Albertans safe on every single one of them!



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The Voice of the Residential Rental Industry

ALBERTA RESIDENTIAL LANDLORD ASSOCIATION CODE OF ETHICS PROFESSIONAL MEMBER 2024 & PREFERRED SERVICE MEMBER 2024

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.

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RENTAL MARKET REPORT HIGHLIGHTS

The vacancy rate for purpose-built rental apartments declined from 4.3% to 2.4% in 2023, due to stronger growth in rental demand relative to supply. This is the lowest vacancy rate in almost a decade.

Rental demand was fueled by stronger demographic and economic growth in 2023.

Strong rent growth and declining vacancy rates raised affordability challenges, especially for lower-income households.

The role of the secondary rental market expanded as more condominium apartments were offered as longer-term rentals at similar rents to purpose-built rental apartments.



PURPOSE-BUILT RENTAL MARKET		CONDOMINIUM APARTMENT MARKET		PURPOSE-BUILT RENTAL MARKET		CONDOMINIUM APARTMENT MARKET	
Vacancy Rate	Average Two-Bedroom Rent	Vacancy Rate	Average Two-Bedroom Rent	Vacancy Rate	Average Two-Bedroom Rent	Vacancy Rate	Average Two-Bedroom Rent
2.4%	\$1,398 UP by 6.4%	2.5%	\$1,359	1.5%	\$1,359 UP by 8.0%	0.9%	\$2,049

RENTAL MARKET REPORT HIGHLIGHTS

In most major markets across the country, strong rental demand continued to outpace supply, resulting in tighter markets and lower affordability.

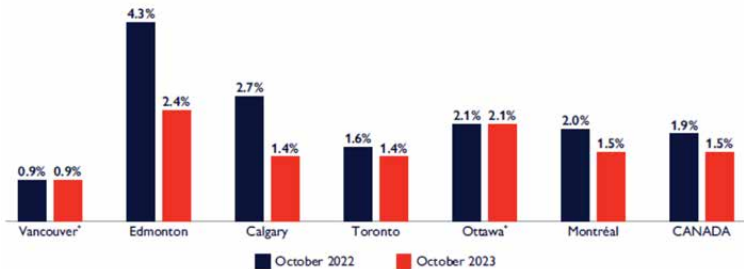
The national vacancy rate for purpose-built rental apartments reached a new low (1.5%) and average rent growth reached a new high (8.0%), as rental conditions continued to tighten in most rental markets.

Supply was unable to keep pace with demand despite an increase in the overall survey universe of rental units.

Immigration supported demand in most large centres such as Toronto, Montreal and Vancouver, while high interprovincial migration contributed in Calgary and Edmonton. Overall, employment gains and low homeownership affordability also

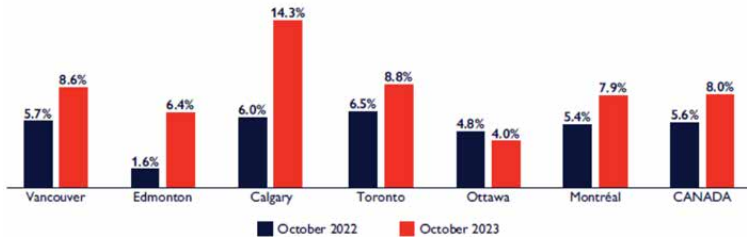
supported demand. Affordability decreased, as rent growth exceeded average wage growth by a wide margin. Lower-income renters faced below-average vacancy rates for the least expensive units in most cities.

Figure 1 Vacancy rates (%) declined in most of Canada's larger rental markets



*Change in 2023 vacancy rate is not statistically significant. This means that the change from 2022 to 2023 isn't statistically different than zero (0).
CANADA includes all centres with at least 10,000 inhabitants.
Source: CMHC; Vacancy rate for privately initiated purpose-built rental apartments (3+ units)

Figure 3 Rent growth surged across the country for 2-bedroom purpose-built apartments, including Vancouver and Toronto



CANADA includes all centres with at least 10,000 inhabitants.
Source: CMHC; Rent growth in 2023 measured for 2-bedroom units in privately initiated apartment structures of three or more units common to both the 2022 and 2023 surveys



SAFEGUARDING AND IMPROVING SECURITY IN APARTMENT BUILDINGS

BY RAZVAN COSTIN, BOARDWALK, VICE PRESIDENT, NORTHER OPERATIONS

Security is a paramount concern in apartment living, where a sense of safety is vital for residents.

Implementing effective security measures ensures a secure environment. Here are the top ten measures to enhance security in your apartment building. Recent surveys conducted by building owners and operators in Alberta concluded that safety is the primary concern of the tenants, ahead of rental increases, renovations, or maintenance concerns.

Here are the top ten measures a landlord should consider enhancing the security of each community:

1. Secure Entry Points

Strengthen the security of entry points by installing robust doors, reinforced frames, and high-quality locks is the first step. One common measure is to install full length interlocking door plates – also known as Astragal or the Interlocker – meant to protect the frame from being tampered with. Criminals typically gain forced access to properties with a pry bar or similar device to pop doors open. The interlocker makes this nearly impossible by protecting the full length of the door. Also, you can consider smart locks for added convenience and security, allowing residents to control access remotely.

2. Access Control Systems

Investing in advanced access control systems, such as key card entry (fobs) or biometric scanners, enhances the building's security. These technologies restrict unauthorized entry and provide a detailed log of individuals accessing the premises. Most important, ensure the doors and frames where this technology is being installed, are solid and have full length door defenders.

3. Surveillance Cameras

Strategically placed surveillance cameras act as a deterrent to potential criminals. Additionally, they provide crucial evidence in the event of an incident. Ensure cameras cover common areas, entrances, and parking

lots for comprehensive monitoring. Quite often, cameras are a deterrent but won't stop a criminal from accessing the building through brute force.

4. Adequate Lighting

Well-lit spaces discourage criminal activity. Install adequate lighting in common areas, stairwells, and parking lots to eliminate dark corners where potential threats may lurk. Having bright entrances and vestibules will deter criminals to spend time forcing entry in these locations. If your building has surveillance cameras, ensure the area is well lit, otherwise the surveillance footage won't be eloquent.

5. Neighborhood Watch Programs

Promote a sense of community by establishing a neighborhood watch program. Encourage residents to look out for each other, report suspicious activities, and stay informed about security protocols. Consider communicating to the tenants any information related to the local watch programs, even rewarding the tenants who choose to participate.

6. Security Personnel

Having trained security personnel on-site adds an extra layer of protection. Whether it's a concierge or dedicated security staff, their presence can deter criminal activity and provide quick response in emergencies. For smaller buildings, consider having them patrolled 1-2 times a night by a mobile guard to reduce the security costs. Whenever possible, resident managers can monitor any suspicious activities and alert security personnel to investigate.

7. Emergency Preparedness Plans

Develop and communicate comprehensive emergency preparedness plans to residents. Conduct regular drills for fire, natural disasters, or other emergencies, ensuring everyone knows evacuation routes and safety procedures. Ensure you have a list of current phone numbers of all tenants, in case of emergency, to be able to contact them.

8. Intercom Systems

Intercom systems offer a secure means of communication between residents and visitors. Lately, there has been reports of

criminals tempering the intercoms, entering master codes and accessing the buildings at all times. Ensure all master codes are changed periodically, preferably removed from use permanently. Implementing video intercoms allows residents to verify the identity of individuals before granting access.

9. Secure Parking Facilities

Enhance the security of parking areas with controlled access, adequate lighting, and surveillance. Encourage residents to report any suspicious activity in parking lots promptly. A professional assessment done by an electrical contractor or security company can identify the dark areas and recommend motion sensor lights to deter any criminal activities. With the increase in catalytic converters theft over the past few years, it's imperative to have proper lighting in all areas of the underground parkades as well, consider security patrols and random checks.

10. Working Closely With the Local Police

Connecting with the various programs within the police department and being part of the Edmonton's Police Agent Status program is another way to prevent crime in your properties (for Edmonton).

"Agent Status" authorizes all police officers to act as agents pursuant to the Trespass to Premises Act and the Petty Trespass Act. As an authorized representative, any police officer may issue and enforce bans against any person who, in their sole discretion, is determined to be a trespasser on the property, and to affect their purpose, are further authorized to enter onto any portion of the property.

To assist EPS with identifying locations as having designated Agent Status, business owners display a sticker (supplied by the EPS) in a place open to public view. The authorization to ban or enforce bans is in effect 24 hours/day.

By implementing these top ten security measures, residents can enjoy a safer and more secure living environment. Remember, a proactive approach to security not only prevents incidents but also fosters a sense of community and well-being among residents.



PURCHASING USED APPLIANCES IS BETTER FOR THE ENVIRONMENT - AND YOUR WALLET

BY LUANA BURNS, MAYSFIELD APPLIANCE

It's not often something that's good for the environment is also good for your wallet, but in the case of used appliances, it's absolutely true.

See how shopping for quality appliances at great prices with our Maysfield Appliance team also helps to protect the environment.

Buying Used Appliances Is Good for the Environment

The EPA estimates that around 2.1 million tons of major appliances such as refrigerators and washing machines end up in landfills every year. And that's just for the US. Meaning it doesn't account for the huge impact of appliances around the world.

When an appliance ends up in a landfill, it decomposes over thousands of years, continually harming the environment. What's worse is these appliances contain harmful chemicals that leach out over time. Slowly poisoning the soil, water, and air.

The household appliances that end up in landfills regularly contain:

- CFC
- Fluorine
- Mercury
- Lead
- Chlorine
- Used Oil
- Chromium

These are just some of the chemicals that harm the planet when we throw away our appliances. With this in mind, buying used appliances is good for the environment. You're getting use out of something that might well have ended up in landfill, and when you're done with it, you can make sure it's disposed of properly.

Other Reasons to Buy Used Appliances

When you buy used appliances, it can also mean you get much better value for money. With global supply chains under pressure and raw materials in such high demand, it means that production of new appliances has slowed. With limited supply and continued demand for these products, prices remain high, and there can be long lead times.

This makes buying used laundry appliances, kitchen appliances, and other major appliances a great option. It allows you to get a much higher spec model at a fraction

of the price and you can walk away with it the same day.

The other thing with used appliances is that you're generally getting something that's in very good condition. These units have been lovingly restored by professionals and do come with warranties - at least when you shop with us. This can give you peace of mind that your investment is going to last.

Should You Buy Used Appliances: Tips to Follow When Researching Previously Used Appliances

We know that buying used appliances is good for the environment and your wallet - but are you taking a risk?

The key thing here is where you buy your used appliances from. A reputable source is key. There are lots of online marketplaces where you can get used appliances, and sometimes this can result in a great bargain. The thing is, you just don't know what you're getting and there are no guarantees your appliance will be functional let alone long-lasting.

If you're going to spend money on a used appliance, then you need it to be safe, functional, and in good condition. This is why the best option is to buy from an experienced used appliance store like Maysfield who has real, reliable, certified technicians where you can ask all your questions.

Why Choose Maysfield for Your Used Appliances?

At Maysfield all of our appliances have been carefully inspected and restored by experienced engineers and technicians. This gives you the confidence you need to invest your money in a used appliance.

With warranties on many of our products, you know you're getting a good appliance while also saving yourself some money. Buying used appliances is good for the environment and your wallet!

For more information, please contact Luana Burns at lburns@maysfield.ca

To view more blogs: <https://www.maysfieldappliance.ca/blogs/news>

SECURITY DEPOSIT INTEREST

The minimum annual interest rate that landlords must pay on security deposits is determined by a formula set out in the Security Deposit Interest Rate Regulation.

CURRENT AND PAST INTEREST RATES PAYABLE ON SECURITY DEPOSITS

TIME PERIOD	MINIMUM ANNUAL INTEREST RATE
January 1, 2024 to December 31, 2024	1.6%
January 1, 2009 to December 31, 2023	0%
January 1, 2008 to December 31, 2008	0.5%
January 1, 2007 to December 31, 2007	0.3%
January 1, 2002 to December 31, 2006	0%
January 1, 2001 to December 31, 2001	1.75%
January 1, 2000 to December 31, 2000	1.15%
January 1, 1999 to December 31, 1999	0.75%
January 1, 1997 to December 31, 1998	0%
January 1, 1996 to December 31, 1996	2.5%
January 1, 1995 to December 31, 1995	2.75%
July 1, 1994 to December 31, 1994	1.5%
February 1, 1993 to June 30, 1994	3.0%
March 1, 1987 to January 31, 1993	6.0%
January 1, 1984 to February 28, 1987	8.0%



ASK A CONTRACTOR:

SIMPLE TIPS AND STEPS TO CONTROL MOLD BUILDUP IN SUITES

For building owners mold can be dangerous and destructive, often leading to costly repairs coupled with the loss

of rental revenue. Mold can grow within 2 days in the right conditions and over time can cause extensive structural damage to a building that can often go unnoticed until it is too late.

Moisture build up is the biggest contributor to mold growth and is typically found in bathrooms, kitchens and basements where high than usual concentrations of moisture are produced on a regular basis.

Although it is difficult to stop humidity from being present in these spaces there are a few simple tips and economical devices that can combat and control the production of mold.

- Installation of humidity sensor switches, when installed in place of a regular fan switch these devices automatically sense

humidity and will run the exhaust fan until the humidity is gone.

- Fix leaky pipes and taps. Mold loves moist conditions and a constantly leaking pipe is a haven for mold growth.
- Avoid leaving wet towels, clothing and other laundry laying on the floors or sitting in the washing machine. These are perfect conditions for mold production.
- Use mold resistant paint in areas that susceptible to mold growth. It will help control and contain the mold making it easier to clean and remove.

Remember mold can't grow without moisture, tackling moisture im-

mediately is the biggest defence against mold build up and the costly repairs that can come along with it. Following these few simple steps will insure your property lasts and will not break the bank.



global digital citizen foundation

The Ultimate Cheatsheet for Critical Thinking

Want to exercise critical thinking skills? Ask these questions whenever you discover or discuss new information. These are broad and versatile questions that have limitless applications!

Who	... benefits from this? ... is this harmful to? ... makes decisions about this? ... is most directly affected?	... have you also heard discuss this? ... would be the best person to consult? ... will be the key people in this? ... deserves recognition for this?
What	... are the strengths/weaknesses? ... is another perspective? ... is another alternative? ... would be a counter-argument?	... is the best/worst case scenario? ... is most/least important? ... can we do to make a positive change? ... is getting in the way of our action?
Where	... would we see this in the real world? ... are there similar concepts/situations? ... is there the most need for this? ... in the world would this be a problem?	... can we get more information? ... do we go for help with this? ... will this idea take us? ... are the areas for improvement?
When	... is this acceptable/unacceptable? ... would this benefit our society? ... would this cause a problem? ... is the best time to take action?	... will we know we've succeeded? ... has this played a part in our history? ... can we expect this to change? ... should we ask for help with this?
Why	... is this a problem/challenge? ... is it relevant to me/others? ... is this the best/worst scenario? ... are people influenced by this?	... should people know about this? ... has it been this way for so long? ... have we allowed this to happen? ... is there a need for this today?
How	... is this similar to _____? ... does this disrupt things? ... do we know the truth about this? ... will we approach this safely?	... does this benefit us/others? ... does this harm us/others? ... do we see this in the future? ... can we change this for our good?

FACTS ABOUT MICE

Did you know that a female house mouse gives birth to 6 young about 19 days after mating. She is ready to mate again in 2 days.

She can produce 6 to 10 litters a year.

Each of her young is ready to mate in 2 months.

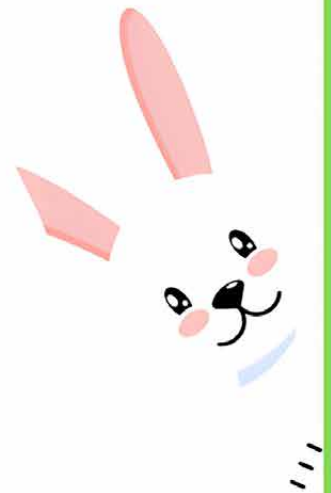
Remarkably, all her children, grandchildren, great grandchildren, and great, great grandchildren can have offspring in the same year.

Two mice, starting to breed on New Year's Day, could theoretically have as many as 31,000 descendants by December 31st.

Now you know the facts!



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THANK YOU!





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4-Way Inspection Services Ltd.

780-982-5687 Del@4wayelectrical.com

Abalon Construction

780-935-2777 solutions@abalonconstruction.com

AEDARSA

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All Reach Glass Services Inc.

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APOLLO Insurance

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Ascend Cleaning Services Inc.

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B&M Junk Removal and Demolition

825-967-3867 bandmjunkremoval11@gmail.com

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BFL Canada Insurance Services Inc.

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Blue Pest Ltd.

780-504-2878 Bluepestedmonton@gmail.com

Brault Roofing (AB) Inc.

587-337-8447 smcgregor@braultroofing.com

C.L. Painting Inc.

403-460-4240 cl.painting@yahoo.ca

Calibre Coatings North Ltd.

780-451-6680 llusk@calibregroup.ca

Canclad Exteriors Inc.

780-522-3773 fmccabe@canclad.com

Capital City Tree Service

587-735-6363 Info@capitalcitytreeservice.ca

Cedar Tree Flooring Inc.

780-935-6643 info@cedartreeflooring.ca

Certified Flooring

780-452-6293 info@certifiedpro.ca

Chateau Lighting

780-434-9024 shane@chateaulighting.ca

Christensen & McLean Roofing Co.Ltd.

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City Lending Centers-CLC

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Coinamatic Canada Inc.

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Colliers Macaulay Nicolls Inc.

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

Consolidated Civil Enforcement Inc.

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CQ Network (CanQual Inc.)

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Cushman & Wakefield Edmonton

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CVG Canadian Valuation Group Ltd.

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Davey Tree Expert Company of Canada

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Delnor Restoration Services Ltd.

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Done Rite Fire Protection Inc.

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Enercare Home and Commercial Services

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Hydro-Flo Plumbing and Heating Ltd.

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Infinite Plumbing Heating & Drain

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Kone Elevators

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Lydale Construction (Edmonton) Ltd.

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Major Pest Control

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Off The Ledge Inc.

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On Side Restoration

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Orkin/PCO Services Corp.

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OSCO Mudjacking & Construction Ltd.

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Paneless Property Services

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Paul Davis Restoration

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ServiceMaster Restore

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Sky Blue Projects

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Solution 105 Consulting Ltd.

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kyle@spartanenhanced.com

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The Mortgage Centre Sky Financial Corp.

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Titan Construction

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Torgunrud Construction Ltd.

780-996-4050 ryan.torgunrud@torgunrud.ca

Trail Appliances Ltd./Commercial Laundry

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Treasures Insurance & Risk Management Inc.

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Tree of Knowledge (TOK) Engineering Ltd.

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Tru North Restoration

780-994-0504 terry@trunorthrestoration.ca

Trusty Tree Services Limited

780-860-5500 info@trustytree.ca

W.E. Greer Ltd.

780-451-1516 wegmarketing@wegreer.ab.ca

Wade Consulting Inc.

780-486-2828 info@wadeconsulting.ca

Waste Connections of Canada

780-464-9413 apedmonton@wasteconnections.com

Watt A Relief

780-298-3336 info@wattarelieff.ca

Westland - MyGroup

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Westland Express

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Westview Village

780-447-3345 ggriklak@lautrecld.com

World Floorcoverings

780-430-1405 mikem@worldfloorcoverings.com

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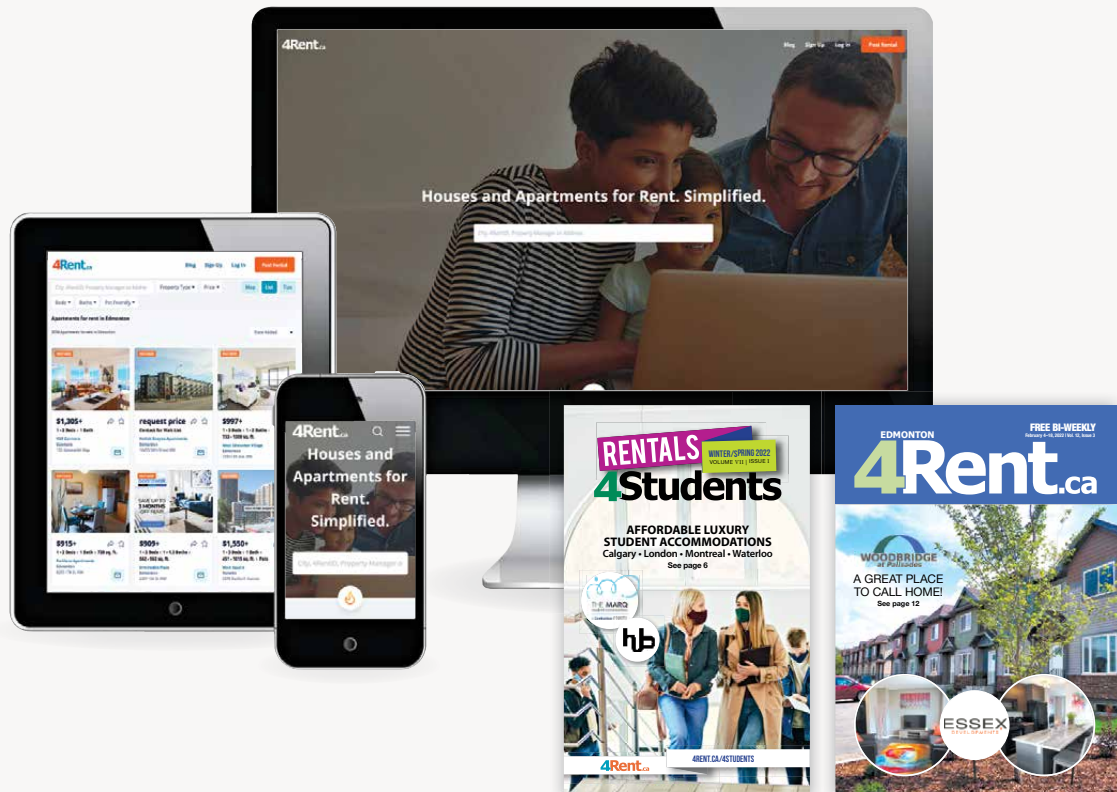
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