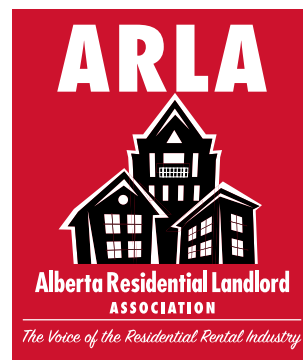


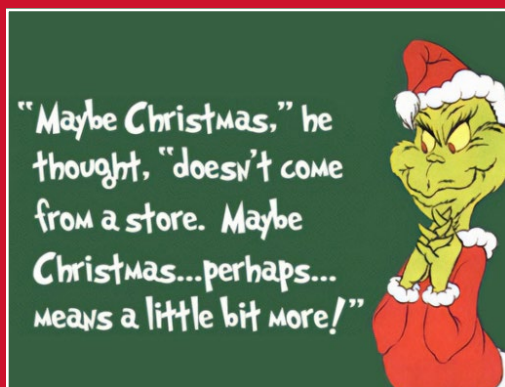
RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY



ISSUE 4
VOLUME 29
WINTER 2024

Wishing Everyone a Very Merry Christmas and a Happy New Year!



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

CONTACT ARLA

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

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

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BRINGING HOLIDAY CHEER TO SENIORS

AYRE & OXFORD INC. ANNUAL LONDON DRUGS STOCKING STUFFERS FOR SENIORS CAMPAIGN

Since its inception, the Stocking Stuffers for Seniors program has worked to bring holiday joy to seniors, partnering with local care homes and charities to ensure no senior feels forgotten. Established by London Drugs, this initiative began in 2015 with a single store location supporting 500 seniors in inner-city communities. The program quickly gained traction, expanding in 2016 to multiple stores, reaching over 2,000 seniors across the region.

By 2017, Stocking Stuffers for Seniors had become a chain-wide initiative, with every London Drugs location participating in the mission to brighten the holidays for seniors. In 2018, Ayre & Oxford Inc. joined as a major supporter, alongside numerous other organizations, and has since been a dedicated participant each and every year.

The partnership between Ayre & Oxford Inc. and London Drugs exemplifies the spirit of giving back. Each year, Ayre & Oxford Inc. actively encourages its employees, clients, and partners to participate in this meaningful campaign. The company's commitment to community engagement is deeply embedded in its culture, and the Stocking Stuffers for Seniors campaign aligns perfectly with its core values of compassion and support for local communities. Ayre & Oxford Inc. not only sponsors and contributes to the program but also facilitates opportunities for employees to get involved, fostering a culture of giving that stretches beyond the holiday season.

The program allows individuals to select a tag that lists the holiday wishes of a local senior or general wish lists provided by care homes and partner organizations. These tags guide participants in purchasing thoughtful gifts, which don't need to be bought from London Drugs specifically; any new, unwrapped item is accepted, enabling participants to fulfill unique and personal requests. This flexibility encourages Ayre & Oxford Inc. employees to join the campaign and connect with seniors in a meaningful way, helping to

CONTINUED PAGE 2



FEATURE ARTICLE: CONTINUED FROM COVER

AYRE & OXFORD INC.

spread holiday cheer across generations.

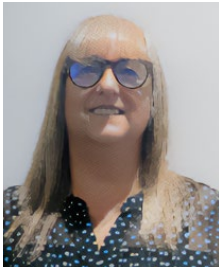
For Ayre & Oxford Inc., the impact of this program goes

beyond the act of giving gifts; it's about building connections and reminding seniors that they are valued and remembered. The joy on each recipient's face reinforces the importance of kindness and inclusion, especially during the holiday season. In addition

to its direct contributions, Ayre & Oxford Inc. actively shares campaign updates and stories to raise awareness, inspiring even more people to contribute and make a difference.

As Stocking Stuffers for Seniors continues to grow and reach more communities, it remains a meaningful reminder of the importance of inclusivity and connection during the holiday season, and Ayre & Oxford Inc. is proud to be a steadfast partner in bringing warmth and cheer to seniors year after year.

For more information and to see how you can join Ayre & Oxford Inc. in this heartfelt campaign, please visit London Drugs - Stocking Stuffers for Seniors.



PRESIDENT'S MESSAGE WINTER 2024

BY ROXANNE JOHNSON, ARLA PRESIDENT 2024

Creating a lasting impression on our customers is something I think we all try to do every day.

What comes to your mind first when you think about contacting a company you have dealt with in the past? A good customer service experience or a poor one? Why? Did they answer the phone with a smile? Was your problem listened to? Were you heard? How did you know? Did they do what you needed? Did they care? Did you get what you paid for? Did they do what you expected? Do you want to switch to a different company?

How do we get residents to sign that 12-month lease renewal and have them stay? What do they think of when they get the rent increase or lease renewal letter from you? Good customer service experience or poor customer service experience? Are they getting what they pay for? Most people get comfortable and don't want to make change. If our residents have a good customer service experience they won't make a change, after all change is hard.

So what creates a good customer service experience for our residents? How about a couple days after the fridge is fixed you called the resident and ask them how their fridge is working today? Did we do what we needed to do? Good customer service

creates more value. All apartments basically have the same floor plans. Living area, kitchen, bedroom and bathroom. Blow them away with your customer service. Call back the resident or a prospect when they leave a message. Did we do what they expected? How about calling a resident after a maintenance request is completed? Does this make the resident feel like we care? When a resident comes into your office to ask them how everything is in their apartment. Did you make the resident feel like we are listening to their problems? Write down what they are saying. Does the resident feel you heard them? Smile when they walk through the door or when you see them. They will hear your smile every time you answer the phone. How much value does a smile or being asked how your service has been create for you? How much value do these simple acts create for our residents?

After an opportunity with a resident arises to have a good customer service experience, ask yourself a couple of these questions. If it was you in the resident's shoes how you would rate the experience? What did you learn?

"Never stop learning, because life never stops teaching." Unknown





EDITOR'S MESSAGE WINTER 2024

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

Market Update Winter 2024

As the holiday season approaches, housing providers in Edmonton must prepare their buildings for winter's unique challenges. Boiler, furnace, and building envelope inspections are crucial to managing Edmonton's harsh winters. The winter forecast for 2024-2025 predicts colder-than-average temperatures across the Prairies, with above-average snowfall, particularly in late December, January, and mid-February. These conditions emphasize the need for robust property maintenance strategies to mitigate potential issues.

Our heartfelt thanks to everyone who made our AGM Christmas Luncheon a success! Over 200 attendees enjoyed an afternoon of great food, cocktails, entertainment, and networking, along with introductions to our newly elected board members.

Edmonton recorded 13,359 housing starts for 2024 (YTD September), reflecting a modest 47% increase from the previous year after a 15% decline in 2023. Multifamily development remains steady, although rising costs and interest rates pose challenges.

Alberta's CPI increased by 3.0% in 2024 (YTD October), above the national average of 2.0%. Edmonton's inflation reflects rising costs in shelter, food and healthcare categories.

Edmonton's unemployment rate is forecasted to reach 8.5% in 2024 (October), a slight decrease from the month before, but the second highest of the 36 cities surveyed na-

tionally. Information, culture and recreation, and Utilities are leading the unemployment rates in Alberta overall.

Multifamily properties in Edmonton are projected to see minimal price growth in 2024, with slight upward pressure on rents as vacancy rates continue to decline. Cap rates are expected to hold steady at around 5.75%. Challenges remain with higher than recent historical financing costs, though landlords are optimizing operations to offset these expenses. Increasing property taxes and the overall cost of many inflationary goods seem to be the biggest obstacle for landlords.

Looking ahead, Edmonton's GDP is forecasted to grow by 2.7%, supported by gains in energy, technology, and infrastructure development. Housing starts are projected to rise by 13%, signaling recovery and steady demand for residential properties. Inflation is expected to remain moderate at 2.0-2.4%, while job creation in key sectors will help stabilize the labor market

Housing providers are advised to monitor cost pressures from property taxes, insurance, and utility expenses closely, as these factors remain critical to managing profitability.

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

Source: Cushman & Wakefield Edmonton Research, Alberta Government, CMHC, The City of Edmonton, Almanac.com



ARLA

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

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Past President: Kate Brisson
1st Vice President: Christopher Batdorf
2nd Vice President: Razvan Costin
Secretary / Treasurer: Raphael Yau

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Education & Conference:
Lynsey Masson, Marisa Redmond
Government Liaison: Heidi Besuijen
Membership & Benefits:
Bernard Streper, Dan Posa
Rental Gazette Newsletter:
Raphael Yau, Christopher Batdorf
Program & Social Committee:
Carolyn Flexhaug, Kate Brisson
Public Affairs & Social Media:
Razvan Costin
Ethics: Roxanne Johnson, Kate Brisson
Audit: Bethany Fredeen, Paul Jones, Carolyn Flexhaug

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Membership & Benefits:
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Ethics Committee: Ashley Connors, Matt Rude, Laurie Peters

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EXECUTIVE DIRECTOR REPORT WINTER 2024

BY DONNA MONKHOUSE, ARLA EXECUTIVE DIRECTOR

MEMBERSHIP RENEWAL TIME

It's time to renew your ARLA Membership for 2025 and we appreciate your support! We have recently sent out Member Renewal Invoices, along with a recap of 2024. If you have any questions regarding the 2025 membership renewal, please contact the ARLA office (780-413-9773) and we will be happy to assist you in this process. We sincerely wish to thank you for your continued support and look forward to addressing any challenges that may come our way in 2025.

2024 was a busy year for ARLA as membership continued to grow and we strived to deliver for our membership! We are proud of the work we have done, and we hope you continue to see the value in belonging to an organization that advocates for your needs, provides training, information, and networking opportunities.

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

ANNUAL AGM & BOARD ELECTION RESULTS

ARLA's Annual General Meeting was held on November 15, 2024 at the Chateau Louis Conference Centre.

Thank you to those that attended this year for your support!

We would acknowledge the retirement of Carolyn Flexhaug and Dan Posa from the ARLA Board of Directors. We thank them for their commitment.

We are pleased to announce the new Board of Directors for 2025 and look forward to working with everyone:

- President 2025 Razvan Costin**
- 1st Vice President Christopher Batdorf**
- 2nd Vice President Lynsey Masson**
- Secretary/Treasurer Raphael Yau**

Past President Roxanne Johnson

And our Committee Members:

- **Constitutional**
Bethany Fredeen/Paul Jones
- **Education & Conference**
Marisa Redmond/Lynsey Masson
- **Government Liason**
Heidi Besuijen
- **Membership & Benefits**
Bernard Streeper/Christopher Batdorf
- **Rental Gazette Newsletter Editor**
Raphael Yau/Kate Brisson
- **Program & Social Committee**
Roxanne Johnson/Gary Smith/
Ashley Connors
- **Public Affairs & Social Media**
Razvan Costin
- **Ethics Committee**
Razvan Costin/Roxanne Johnson

The Ethics Committee shall consist of 5 members including a chairperson with a minimum of 3 members from outside the elected Board; including the chairperson being the standing President.

- **Audit Committee**
Bethany Fredeen/Paul Jones/Kate Brisson

The Audit Committee shall consist of not less than 3 members none of whom shall be members of the exec. The chairman of the Constitutional committee shall act as chairman of the Audit Committee.

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

Committee Members from the ARLA Membership:

- **Social and Programming & Education & Conference**
Matthew Rude (BFL) Jagdeep Singh, Mainstreet, Laurie Peters (Revolution)
- **Membership & Benefits**
Ryan Bubenko
- **Ethics Committee**
Jagdeep Singh, Matthew Rude, Ryan Bubenko

Thank you to those who joined us at our Last Event of the Year - Jingle & Mingle held on December 5, 2024 at Brewsters.



2025 Board of Directors from L to R:

Roxanne Johnson, Heidi Besuijen, Paul Jones, Ashley Connors, Brittany Dorado, Kelsy Demaria, Marisa Redmond, Bethany Fredeen, Lynsey Masson, Gary Smith
Below: Raphael Yau, Christopher Batdorf, Razvan Costin. Missing: Bernard Streeper, Kate Brisson, Donna Monkouse

This past year has been significant for ARLA, marked by our growing membership and numerous accomplishments. We take pride in our efforts to advocate for your needs while providing essential training, information, and networking opportunities. Here are some key highlights from 2024:

- **Successful Events:** Our Annual Golf Tournament, Achievement Awards Luncheon, and AGM & Christmas Luncheon were all sold out. We hosted the Golf Tournament at a 27-hole course to accommodate our expanding membership, and our Trade Show in 2025 will be relocated to the River Cree.
- **Safety Initiatives:** We engaged with members on safety issues in our buildings and communities, establishing monthly meetings with the Edmonton Police Service.
- **Research and Advocacy:** We released the Alberta Rental Market Dynamics and Policy Landscape Report, sharing with our members and government officials and messaging through our social media platforms.

CONTINUED PAGE 5

DIRECTOR'S REPORT: CONTINUED

- **Regulatory Collaboration:** We continued our partnership with RECA to address changes in rental industry regulations and communicated with the Minister of Service Alberta regarding RTA Red Tape Reductions.
- **Stakeholder Engagement:** We participated in meetings with Waste Management and the Alberta Landlord Rental Initiative (ALRI) regarding the review of the RTA, inviting member participation.
- **Committee Involvement:** Our involvement in various committees, including ARTAC, the Pesticide Advisory Committee, and the Safety Codes Council.
- **Panel Participation:** We contributed to

discussions at the Western Canada Investment Conference.

- **Membership Growth:** We are proud to have increased our membership to over 460 members.
- **Ongoing Updates:** We keep our members informed on relevant municipal and provincial issues and market updates through regular email broadcasts.

AND THAT'S A WRAP FOR 2024 (IT WENT BY SO FAST!)

I would personally like to thank the Board of Directors for a great 2024.

My thanks to Brittany Dorado & Kelsy Demeria who worked beside me to provide

quality service to our members and partners in the industry.

Wishing you all a very Merry Christmas and prosperous New Year!



AGM & CHRISTMAS LUNCHEON HIGHLIGHTS

ARLA members got together on November 15, 2024 at the Chateau Louis Conference Centre for the AGM and some Holiday Cheer. The room was filled with over 200 members. There was fun, drinks, food, entertainment and lots of prizes that were enjoyed by everyone. Check out our facebook page for more photos!



The photo booth was a lot of fun!

Thank you everyone for participating. The photos are awesome. You can find all of these on our Facebook page and our Website under Events!

Thank you to everyone who joined us for the event! We hope you had a nice time!



AGM & CHRISTMAS HIGHLIGHTS: CONTINUED



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GENEROSITY FOR THIS
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CALLING ALL MEMBERS!

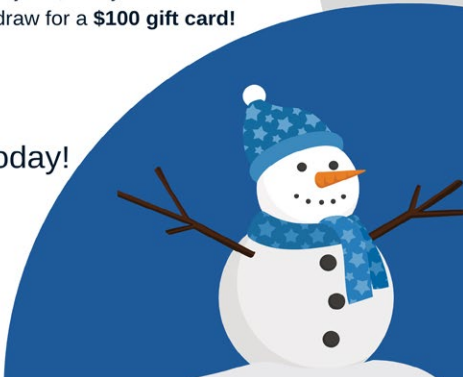
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ARLA
Alberta Residential Landlord
ASSOCIATION

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

UPCOMING EVENTS



JANUARY 22

Breakfast Meeting

JANUARY 24

Educational Webinar

FEBRUARY 7

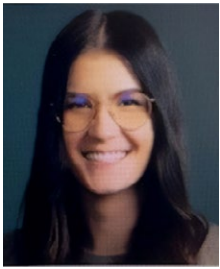
RTA Fundamentals Workshop

FEBRUARY 19

Morning Presentation & General Meeting Luncheon

MARCH 19

Morning Presentation & General Meeting Luncheon



ENFORCEMENT OF MONETARY JUDGEMENTS: WHAT TO DO AFTER WINNING YOUR CASE

BY MADDISON CRODEN, ASSOCIATE, REYNOLDS MIRTH RICHARDS & FARMER LLP

You won your case - congratulations! Now what?

Often, being successful in your lawsuit can be only half the battle, particularly where the judgment debtor fails or refuses to pay the judgment made. If the Court awards a monetary judgment, what steps can you take to enforce or collect on that judgment?

There are several ways to collect on your judgment, including the seizure and sale of assets owned by the judgment debtor, or garnishment of bank accounts or other sources of income owed to the judgment debtor. This post details some preliminary steps you may wish to take to enforce your judgment.

File and Register Your Judgment

The first step in enforcing your judgment is to ensure that it is registered in the Court of King's Bench in the Judicial Centre where the judgment was obtained. If the judgment or order was obtained at the Court of King's Bench, it is already registered. However, if it originated from some other court or tribunal, you'll need to register it with the Court of King's Bench.

Obtain a Writ of Enforcement

A Writ of Enforcement is your key to collecting on the debt. This document is filed with the Court of King's Bench and then registered in the Personal Property Registry ("PPR"). It authorizes you to collect on the debt through garnishment, seizure of property, or other methods permitted by law in Alberta.

Registration in the PPR provides knowledge to the world at large about the existence of your judgment and allows you to participate in any distributions made by the Clerk of the Court from funds collected by other unsecured creditors who have taken steps to collect funds from the judgment debtor through civil enforcement processes.

Identify the Debtor's Assets

In order to enforce the judgment effectively, you need to know what assets the debtor owns and where they are located. Several methods can help you identify these assets:

- Conduct a search at the PPR to uncover any existing creditors and potential assets, such as motor vehicles or equipment.
- Search the Land Titles office to determine if the debtor owns any land. If so, you can register your writ on the title to that property.

- Serve the debtor with a Financial Statement of Debtor. This is a Statutory Declaration that requires the debtor to acknowledge, and swear to, the existence of assets, including land, bank accounts, and vehicles. The Civil Enforcement Regulations provide that a debtor properly served with the Financial Statement of Debtor must provide that information within 15 days.

Consult with a Lawyer

Enforcing a judgment can be complex, and it's essential to have guidance. A lawyer specializing in civil enforcement processes can help you understand your options and navigate the process effectively. They can provide tailored advice based on your specific circumstances, increasing your chances of success.

Enforcing a judgment can be a daunting task, but with the right approach, it's entirely achievable. By following these steps and seeking professional assistance when needed, you can enforce your monetary judgment and collect what you're owed.

This article was originally published in March 2024 as an article on the website of Reynolds Mirth Richards & Farmer LLP. This post is meant to provide information only and is not intended to provide legal advice. Although every effort has been made to provide current and accurate information, changes to the law may cause the information in this post to be outdated.

REMEMBER

When it gets icy and cold:

DO THE PENGUIN WALK

- Keep your knees relaxed
- Point your toes out
- Take short steps
- Walk slowly
- Extend arms out to keep balance



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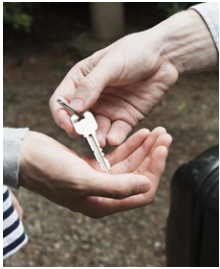
TONY HENSHALL, BUILDING MANAGER, JASPER PLACE WELLNESS CENTRE

Although I've worked with Jasper Place Wellness Centre for the past seven years, I've only been in our Property Management division for the past two. So, winning the ARLA 2024 Site Employee of the Year award was a very pleasant and unexpected surprise. Special thanks to ARLA and their wonderful staff for their support and recognition. I've learned so much from our amazing team at JPWC and through the

various ARLA workshops and seminars I've attended.

I have a few exciting updates to share regarding some recent changes at a couple of the buildings we manage. Through partnerships with other companies, we've been able to renovate over 80% of our units. Additionally, through the dedicated customer service of our team, we've been able to bring up the Google reviews at one of our buildings from 3 Stars to a 4.2 Star rating. Another

partnership with a non-profit organization at our permanent supportive housing building has provided our residents with 24/7 staffing, food & medical support, improving the living experience of all residents. This is an amazing time to be in property management and I'm excited for the opportunities and possibilities that the next year holds for us all." - Tony Henshall (JPWC)



TENANT EMPOWERMENT BASIC & CERTIFICATE PROGRAM

AFFORDABLE HOUSING & HOMELESSNESS TENANT SUPPORTS

help people keep their homes and move out of homelessness by offering support like eviction prevention education. To reach this goal, the City of Edmonton is working with the Bissell Centre, C5, and EPL to provide free courses to help people become a great tenant. These courses aim to prevent housing problems and homelessness by teaching important skills and knowledge.

The City of Edmonton believes everyone deserves safe and stable housing. One of our goals is to

The Tenant Empowerment Basic and Certificate Program helps tenants understand their rights and responsibilities under the Residential Tenancy Act, ensuring they can address issues proactively and avoid potential conflicts. The goal is to ensure more Edmontonians can maintain stable housing, fostering a more secure and supportive community for all residents.

Upon completing the Certificate Program, participants receive an official certificate (sample below), which can be used as a reference for future rental applications. The certificate is awarded to those who attend weekly sessions over the course of a month

(2.5 hours per session).

If the members have any questions about the work we are currently doing or the validity of the certificate they can always reach out to me at zula.romero@edmonton.ca or 780-818-4074.

I wanted to thank ARLA for the support and contribution to homelessness prevention in the city.



DID YOU KNOW?
SNOWFLAKES

The majority of the world's fresh water supply is in ice and snow.

CLONE OF THE CRACKER JACK POPCORN

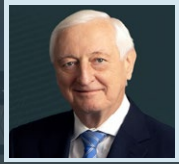
- 2.75 quart popped popcorn
- 1 ¼ cups dark brown sugar
- 10 tablespoons unsalted butter
- 1 cup Spanish peanuts
- 1 teaspoon kosher salt
- ¼ cup dark corn syrup

1. Preheat the oven to 250° F (120° C).
2. Spread popcorn in bottom of a large, deep roasting pan; sprinkle peanuts over top.
3. Combine brown sugar, butter, corn syrup, and salt together in a saucepan over medium-high heat. Cook, whisking constantly, until sugar and butter melted and sauce thick and caramelized, 2-3 mins.
4. Pour caramel sauce over popcorn and peanuts; stir until completely coated, scooping any peanuts and caramel that fall to bottom of the roasting pan.
5. Bake in the preheated oven, stirring occasionally, until caramel and popcorn crisped, about 45 minutes. Transfer popcorn mixture to a sheet of parchment paper in a single layer to cool completely.

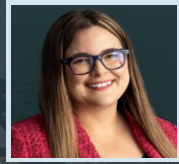




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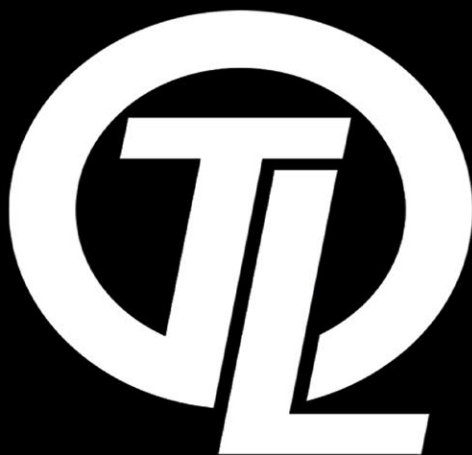
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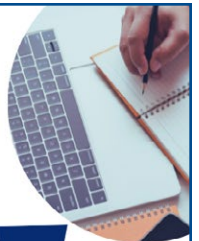
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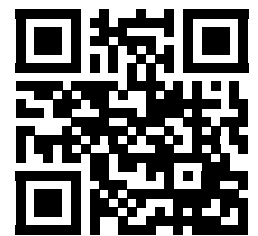
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ARLA
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ASSOCIATION

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 GAZETTE LEGAL CORNER: ARE YOU BEING SERVED?

BY HEIDI BESUIJEN, REYNOLDS MIRTH RICHARDS & FARMER LLP

documents is to bring a legal proceeding to the attention of another party. Usually this means a respondent or defendant in a lawsuit.

Each province in Canada has the jurisdiction to determine how and when service in that province is effective. In Alberta, the Alberta Rules of Court set out detailed rules as to how and service will be considered effective as well as what can be done when this is difficult. In the context of residential tenancies, the Residential Tenancies Act (the "Act") also speaks to the issue but does not override service for the purpose of the court. The comments in this article are confined to service under the Act. If you are addressing service of documents from the courts, you are urged to seek legal advice in regard of the options available to you if personal service cannot be effected.

Primary Attempts at Service

Now, the Act allows as a starting point that service either be effected personally or by registered mail.

Personal service involves handing the documents in question to the person who is either known to be or who you have verified to be the party to be served. This is one aspect of legal practice which can be said to be accurately portrayed by Hollywood - where one character asks the name of another before handing them a document stating "you've been served". Note that it is not necessary for the person being served to be

in the midst of performing a surgery or for the documents to be placed in a pizza box for good service --- these are details added for dramatic flair.

The Act also allows for service by registered mail. Registered mail has its place but also presents difficulties because it is costly and can easily be avoided by simply refusing to collect the registered letter. It can also take longer than, in my experience at least, these types of matters require.

Secondary Attempts at Service

The Act also allows that that where a landlord is not able to give effect to service of a Notice to Vacate under either section 33 or 36 of the Act that posting to the door of the premises can be good service.

Similarly, the Act allows for service by electronic means but only where the Notices to Vacate under section 33 or 36 cannot be served personally or by registered mail. Electronic means result in a printed copy of the document to be received by an electronic device within the residential premises. What does this mean? That a fax has been successfully transmitted - it should be apparent that this means of service is likely of limited use. It should also be noted that the Residential Tenancies Dispute Resolution Service Regulation does not permit service by this means as good service for the purposes of that tribunal.

It is recommended that multiple attempts at personal service be undertaken before relying on a secondary attempt at service. This is because some decision makers will want to ensure an honest attempt at the other forms of service has been undertaken.

For example, as an alternative to personal

service, it's best practice to attend to the premises on a few different days, at a few different times of day before simply posting to the door. You can post to the door on each occasion but also return to try for personal service. Make notes as to how and where the notice was posted to the door as well as whether the notice remained on the door when subsequent attempts were undertaken. All of this information should form part of your Affidavit for Service. This is recommended because the Act allows alternative service but only when the landlord is not able to effective service "by reason of the person's absence from the premises or by reason of the person's evading service". It will be up to you to establish that these conditions were met.

Finally, it should be noted that when appearing before the RTDRS, the *Residential Tenancies Dispute Resolution Service Regulation*, provides that service must be proven to the satisfaction of the tenancy dispute officer in question and also that a tenancy dispute office can direct service in any manner. As such, it might be possible to service by means of email, but you will likely need an order in advance permitting service to a particular email and indicating how long after that email is sent that service will be considered effected. Otherwise, you will need to prove receipt of the email which can be difficult to do without a read receipt or reply response confirming receipt - as such you won't want to rely on that unless absolutely necessary. If you do receive a reply confirming receipt of documents, then you can ask the tenancy dispute officer to accept such method as good service

All in all, notwithstanding all the technology available to us, the gold standard for service remains.

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TIPS FOR SAFETY OF PROPERTY & TENANTS

One of the first steps a Landlord can take to provide a safe environment for their tenant is to establish safety protocols.

Some things you can implement include:

- Make sure no one has keys to your tenant's rental unit. Make it a policy to change locks after every turnover.
- Ensure access codes to intercoms are changed and/or deleted regularly, it is not uncommon for intercoms (such as mircom) to have a default code installed that needs to be changed or removed.
- Do not have key boxes in a conspicuous place. If necessary, ensure they are well hidden and/or secured.
- Provide safety to your current tenants by properly screening new tenants.
- Ensure all of your tenants can live peacefully by enforcing excessive noise and pet policies.
- Send safety tips to the residents frequently so they are aware and pay attention to their surroundings.

Smoke Detectors and Fire Safety

- Educate your tenants about the smoke detector and checking it monthly to ensure it is operating properly.
- Ensure you are following the Building Owners Fire Safety Equipment and Requirements.

Common Areas

If your rental property has common areas such as walkways, playgrounds, recreational areas, laundry rooms etc., you should make sure they are constantly inspected for safety.

- Keep areas clear of trash and debris or foreign objects.
- All common areas should be well lit.
- Ensure walkways and other areas are free of ice and snow ensuring no one can slip and injure themselves.
- Make sure no one can slip and injure themselves if floors are wet (due to rain, spill, etc.)
- Provide trash bins for disposal of mail/recycling.
- Maintain equipment in good shape (such as play areas for kids, washers & dryers, gym equipment, etc.)

- Keep light standards maintained and ensure they are working.
- Ensure outside plug in's have safety covers and are not damaged.
- Lock laundry rooms and other amenity areas only allowing tenant access where possible.
- Tenant suite keys/entry keys should not be able to be duplicated. If possible, FOB systems can be easily deleted or changed should one be missing or lost.

Safety & Security of the Property

People love to feel safe. The more secure tenants feel, the longer they're going to want to stay which means lowering your vacancy rate. Some ideas are:

- Periodically check and make sure deadbolt locks and screen doors are in good working order. Check to ensure window locks are in good condition.
- Install security cameras in high-risk areas (parking spaces, common areas, etc.).
- If you have a parkade ensure the door is working properly and closing in a timely manner. Post signs asking tenants to wait until the door closes behind them before proceeding.
- Place signs on entry doors, advising tenants that not letting someone in is not rude it's for their safety.
- Hire around the clock or sporadic security to patrol the rental property.
- Provide a lock box solution to fight package theft.
- Install full length astragals on entry doors so pry bars cannot fit.
- Install break free glass where possible.
- Install door timers that lock and open at specific times where possible.
- Show tenants how to shut off gas, water and electricity in case of an emergency.
- Ensure tenants know who to call in case of emergency.
- Check vacant units regularly - every day when its cold is a good idea.

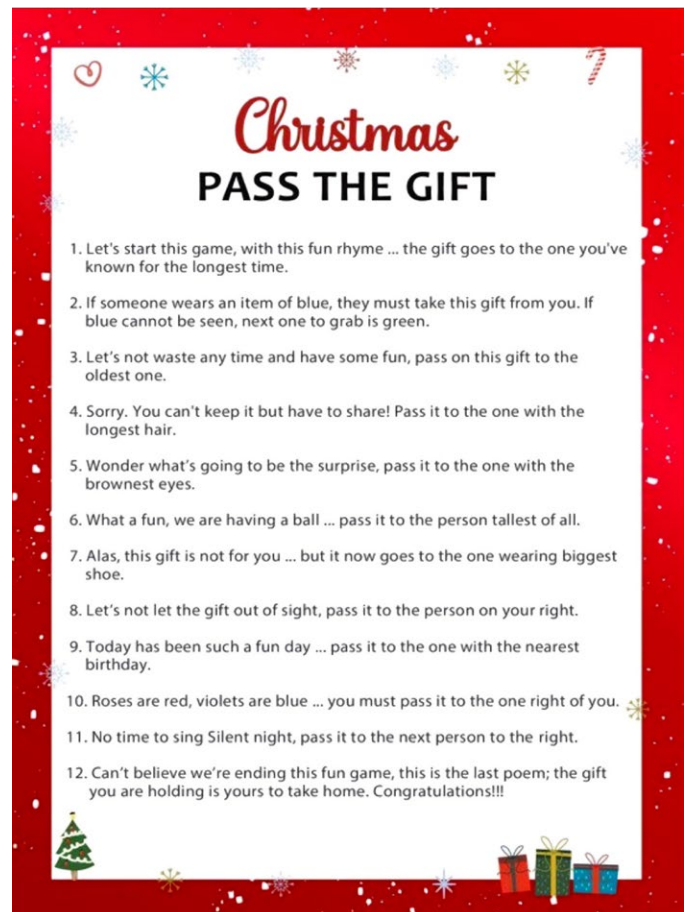
Maintain your Rental Property

Constantly checking your rental properties and performing preventative maintenance is one of the best ways to ensure the safety of your property. Not only does it help maintain the value of your asset, it also helps prevent serious injuries to your tenants, your workers and you. Items to keep an eye on:

- Structural integrity of common area gates, fences, poles, enclosing walls, etc.
- Year-round pest control surrounding your rental property.
- Make sure you are responding to maintenance requests quickly and providing solutions.

There are many other ways you can provide safety of property to you and your tenants. Technology has allowed us to provide easy communication channels with your tenants.

At the end of the day, focusing on the overall safety of your rental property only benefits you! You get to hold on to good tenants for longer - and the value of your rental property will only go up!



You can buy different types of turkeys to cook. Read the label on the turkey carefully.

Fresh Turkey

Look for a best-before date on the package. You must cook the turkey before this date.

What if there is no date on the package? You can keep the turkey in the refrigerator for 1 - 2 days before you cook it.

It takes longer to cook a fresh turkey. Add 5 minutes per kilogram (3 minutes per pound) to the times in the cooking chart.

Frozen Stuffed Turkey

You can also buy a frozen turkey that has stuffing inside.

You do not thaw this turkey - cook it from frozen! Follow the directions on the label.

Frozen Turkey without Stuffing

Take the turkey out of the freezer and thaw in the refrigerator.

Leave the turkey in its original wrapping. Put it in a large pan. Put it in the coldest part of the refrigerator.

It will take about 10 hours per kilogram (about 5 hours per pound) to thaw. For example, it could take 2 days for a small turkey and 4 days for a large turkey. You must cook a thawed turkey within 24 hours.

1 Prepare the turkey

Preheat the oven to 425°F.

Take the plastic off the turkey.

Take out the neck and bag of giblets. Don't leave them inside the turkey.

You can cook the neck alongside the turkey or you can use the neck, heart and gizzard to make stock or gravy.

Put the turkey on a rack in a large roasting pan. Put the breast side up. Tie the legs together. Rub the skin with oil or butter.

Cover the turkey loosely with foil.

2 Cook turkey at 425°F for the first 30 minutes

Then turn the oven down to 325°F. Continue roasting for:

4.5 kg (10 lb) 2 1/4 - 2 1/2 hours

7 kg (15 lb) 2 1/2 - 3 hours

9 kg (20 lb) 3 1/2 - 4 hours

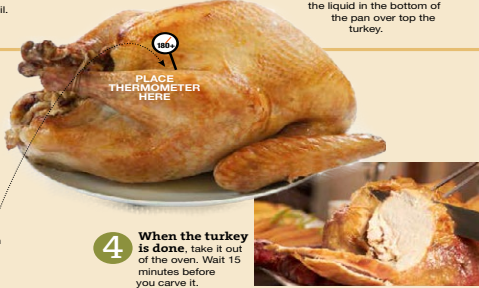
12 kg (26 lb) 4 - 4 1/2 hours

Take off the foil for the last hour. Baste the turkey every 15 minutes by spooning the liquid in the bottom of the pan over top the turkey.

3 How to make sure the turkey is done

Try to twist the drumstick. It should move easily. Stick a fork into the inside of the thigh. It should feel soft and the juices should be clear, not pink. If not, put turkey back in the oven to cook longer.

If using a meat thermometer, stick the probe end into the middle of the thigh muscle between the body and the thigh bone. The temperature should be 180°F or higher.



4 When the turkey is done, take it out of the oven. Wait 15 minutes before you carve it.

5 Clean up carefully

after you put the turkey in the oven.

Wash your hands with soap and hot water.

Using dishwashing liquid and hot water, wash the dishes, counters and taps.

Put the dishes in a sink of chlorine bleach and water. Use 15 mL (1 tsp) bleach for each litre (4 cups) of water. You should wear rubber gloves to protect your hands.

Air dry dishes on a drying rack.

Use a clean dishcloth to wipe the counters and taps with the bleach mixture.

Do not mix bleach with dishwashing liquid. Some dishwashing liquids have ammonia in them. It is dangerous to mix ammonia and bleach.

Wash the dishcloths and dish towels right away. Wash them in hot water with laundry detergent. Use chlorine bleach, if possible.

Make stuffing using a box of stuffing mix

- 1 medium onion
- 2 stalks celery
- 1/4 cup butter
- 1 box stuffing
- Chop onion and celery
- Melt butter in a large frypan. Add onion and celery and cook over medium heat until tender, about 5 minutes.

3 Remove from heat.

4 Prepare stuffing using directions on the box.

5 After stuffing is cooked, gently stir in cooked onion and celery.

6 Ready to eat.

Make gravy using a package of gravy mix

- 1 package turkey gravy mix
- Cold water or broth
- Turkey drippings
- Put gravy mix into a saucepan. Stir in amount of cold water or broth listed on package.
- Bring to a boil. Turn down heat and simmer 1 minute.
- Add turkey drippings (the liquid in the bottom of the turkey pan).
- Serve on top of potatoes, stuffing or slices of turkey.



Traditional Turkey Stuffing

- 1 Chop onion and celery.
- Melt butter in a large frypan. Add onion and celery and cook over medium heat until tender, about 5 minutes.
- Stir in poultry seasoning, pepper and salt. Remove from heat.
- Cut bread into cubes and put in a large bowl.
- Put onion and celery mixture on top of bread cubes and stir together.
- Add stock or water and stir.
- Spoon mixture into a greased casserole dish.
- Cover tightly with lid or foil. Bake at 325°F for 1 - 1 1/2 hours.

- 1 large onion
- 3 stalks celery
- 1/2 cup butter
- 1 tablespoon poultry seasoning
- 3/4 teaspoon pepper
- 1/2 teaspoon salt
- 1 loaf fresh bread
- 1/3 to 1/2 cup chicken stock or water

Do not cook stuffing inside the turkey.

It is safer to cook it in a pot or casserole.

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Traditional Turkey Gravy

- Allow 1/4 cup gravy per person. Use the chart below to prepare different amounts.

| Amount of Gravy | Fat | Flour | Liquid |
|-----------------|---------|---------|--------|
| 1 cups | 1/4 cup | 1/4 cup | 2 cups |
| 2 cups | 1/2 cup | 1/2 cup | 4 cups |
| 3 cups | 3/4 cup | 3/4 cup | 6 cups |

- Once the turkey is cooked, put it on a platter and cover loosely with foil. Pour drippings from the roasting pan into a bowl, leaving any browned bits on the bottom of the pan.

- Let the fat rise to top of the drippings. Skim the fat off, measure the amount needed for the gravy and return it to the roasting pan.

- Place the pan over low heat. Whisk flour into the fat in the pan until blended and cook, stirring, for one minute or until slightly browned and bubbly.

- Gradually whisk in liquid, including reserved drippings.
- Bring the gravy to a boil over medium heat, scraping to loosen the browned bits.

- Reduce heat and simmer, stirring until the gravy is thickened. Simmer gently for 5 - 10 minutes. Season to taste with salt and pepper.
- Water, stock or broth may be used for the liquid in turkey gravy.

Storing Cooked Turkey, Stuffing and Gravy

- Turkey meat should be removed from the bones as soon as possible. Cover and refrigerate meat for up to 3 days or freeze for up to 3 months.
- If making soup, use the bones within 24 hours or freeze for up to 1 month.

- Turkey stuffing that has been cooked separately from the turkey may be refrigerated for up to 3 days or frozen for up to 1 month. Reheat stuffing from frozen and serve immediately.

- Turkey gravy may be refrigerated for up to 2 days or frozen for up to 1 month.

For other recipes to serve with a turkey dinner go to ATCOBlueFlameKitchen.com or call 1.877.420.9090

SECURITY DEPOSIT INTEREST RATE 2025

RESIDENTIAL TENANCIES ACT

MOBILE HOME SITES TENANCIES ACT

The rate of interest to be paid on tenant security deposits by landlords, effective January 1, 2025, will be set at 1.00%.

By an Order in Council passed on September 8, 2004, the Security Deposit Interest Rate Regulation set a permanent formula setting the yearly interest rate payable on security deposits. The formula takes the interest rate that ATB Financial is charging for its cashable one-year guaranteed investment certificate (GIC) on November 1 of the previous year and subtracts 3% from that rate.

ATB Financial's rate for cashable one-year GICs on November 1, 2024, was 4.00%. As a result, the interest rate for security deposits held under the Residential Tenancies Act or Mobile Home Sites Tenancies Act for 2025 will be 1.00%.

Landlords must pay any interest owing to their tenants annually at the end of each tenancy year, unless both parties agree in writing that the interest will not be paid annually, in which case the interest must be compounded annually.

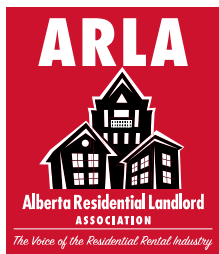
In 2024, the interest rate to be paid on security deposits was 1.6%. This was the first-time landlords were required to pay interest on security deposits since 2009. Landlords and tenants can use the security deposit interest calculator to determine the amount of interest that is owed based on the regulated interest rates. The calculator can be found at <http://www.servicealberta.gov.ab.ca/interest-chart.cfm>

Additional educational and awareness materials for landlords and tenants are available at <https://www.alberta.ca/information-for-landlords-and-tenants>. For more information, contact the Service Alberta and Red Tape Reduction Consumer Contact Centre at 1-877-427-4088, or by email at rta@gov.ab.ca

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MEMBER TO MEMBER SERVICE CONTACTS

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

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403-493-3019 msiad@365patrol.ca

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

Ace Locksmith Services

780-999-0456 jocelin@acelocks.ca

Action Security Group

780-451-6545 haley.mckinnon@accessiocontrol.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 Seniors & Community Housing Assoc.

780-439-6473 irene@ascha.com

All Reach Glass Services Inc.

780-483-9561 office@allreachglass.com

All Weather at Home Installation Services

780-915-6120 efradsham@allweatherathome.ca

Allmar Inc.

780-447-6864 richard.nolan@allmar.com

Amptec Fire & Security

780-426-7878 jerry@amptec.ca

Apartments.com

804-572-6270 jle@costargroup.com

APOLLO Insurance

604-358-8649 alec@apollocover.com

Appliance Warehouse

780-455-3186 info@appliancewarehouse.ca

Ascend Cleaning Services Inc.

780-667-7263 info@ascendcleaningservices.ca

B&M Junk Removal and Demolition

825-967-3867 bandmjunkremoval11@gmail.com

Bath Fitter

403-554-1287 bweir@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

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 info@canclad.com

Capital City Tree Service

587-735-6363 Info@capitalcitytreeservice.ca

CARMA Corp.

866-836-3837 tdolliver@carmacorp.com

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.

780-447-1672 phil@cmroofing.ca

CI Security Services Ltd.

587-429-7162 eayyan@cisecurity.ca

City Lending Centers-CLC

780-901-8060 margaret@citylending.ca

Classic Landscapes Limited

780-485-0700 trevor@classiclandscapes.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

CQ Network (CanQual Inc.)

780-449-5545 jay.spate@cqnetwork.com

CR Concrete Lifting

780-940-5976 admin@crconcretelifting.ca

CRS Edmonton

780-455-5551 claims@crsedmonton.com

Cushman & Wakefield Edmonton

780-917-8326 raphael.yau@cwedm.com

CVG Canadian Valuation Group Ltd.

780-421-4200 cvg@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

Done Rite Fire Protection Inc.

780-455-0255 info@doneritefireprotection.com



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Donewell Property Services

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Dormakaba Canada

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

Double Clean Inc.

780-919-1524 geoff@doubleclean.ca

DreamArt Painting Ltd.

780-200-7354 dreamartpaintingltd@gmail.com

Dryer Vent Scrubbing Summit Fireplaces

780-819-4527 dryerventscrubbing@gmail.com

DSC Construction Inc.

780-459-0931 nishal@dsc-construction.ca

Ecopest Inc.

780-448-2661 sameer@ecopest.ca

Edmonton Eviction Services

780-974-8427 don@edmontonevictionservices.com

Encor by EPCOR

780-619-5885 mchristianson@epcor.com

Enercare Home and Commercial Services

780-884-2742 Warren.Kuchta@enercare.ca

Enman Construction

902-315-1313 julee@enmanconstruction.com

Entrata Inc.

Entuitive

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Exp Services Inc.

587-523-0225 aamir.shaikh@exp.com

Ferguson Moving & Storage Edmonton

780-237-1796 roxanne.kasianchuk@fergusonmoving.com

First General Edmonton

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First Line Real Estate Team

403-370-8234 brett.malenica@gmail.com

First Onsite Restoration

780-733-3399 robin.chuchmuch@FirstOnSite.ca

Fountainhead Mechanical Inc.

403-702-6900 proposals@fountainheadmech.ca

George Spady Society

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

GlobalTech Group Ltd.

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

Golden Spike Lumber Sales

780-962-3160 connorh@getwood.ca

Hamdon Energy Solutions Ltd.

780-448-0074 omar@hamdon.net

Hermes Plumbing & Heating Service Ltd

780-934-7465 hermesplumbingyeg@gmail.com

Home Depot Pro

416-571-8940 michael_lirangi@homedepot.com

HUB International

587-338-2812 jared.mosher@hubinternational.com

Hydro-Flo Plumbing & Heating Ltd.

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

Infinite Plumbing Heating & Drain

780-782-4441 infiniteplumbing@live.com

IPCG Group

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

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

Kone Elevators

780-452-9227 Andrew.Cross@kone.com

Lions Group

204-901-0290 kim@lions-group.ca

Lydale Construction (Edmonton) Ltd.

780-443-8851 dkendrick@lydale.com

M.J.K. Alberta Ltd.

780-902-6751 mike.jr@mjkalberta.com

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

Miller Thomson LLP

780-429-9733 rschmidt@millerthomson.com

Mircom Group of Companies

888-660-4655 MFinelli@mircomgroup.com

Modern PURAIR

780-628-3270 edmonton@modernpurair.com

Mosaic Home Services Ltd.

780-235-5599 steven@getmosaic.ca

Nationwide Restorations

587-377-0266 diane@nationwiderestorations.ca

NB Benny's Contracting Ltd.

780-265-4029 Andrew@nbbennys.com

No Water Roofing

780-902-7510 ap@nowaterroofing.ca

Nordic Mechanical Services Ltd.

780-469-7799 valerie@nordicsystems.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

Orkin/PCO Services Corp.

780-483-3070 tbarracough@orkincanada.com

OSCO Mudjacking & Construction Ltd.

780-469-1234 accounts@oscomudjacking.com

Paneless Property Services

780-707-8385 contact@panelesswindow.com

Paul Davis Restoration

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

PooPrints Canada - Revill Group

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Proconsul Construction Ltd.

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Propra

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PURE Restoration

403-888-1449 robyn@pureresidential.ca

Rahall Electric Ltd.

780-406-4800 donna@rahallelectric.com

Ram Mechanical Inc.

780-982-3171 sean@rammech.com

Rapid Response Industrial Group Ltd.

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Read Jones Christoffersen Ltd.

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Rentsync

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Rümi - Home Services by ATCO

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Scotia Wealth Management

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ServiceMaster Restore

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Serv-It Process & Bailiff Services

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SingleKey

587-999-3077 mackenzie@singlekey.com

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Trail Appliances Ltd./Commercial Ldry

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Treasures Insurance & Risk Management Inc.

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Tree of Knowledge (TOK) Engineering Ltd.

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Trident Mechanical Services Inc.

780-655-0522 daniel@tridentmechanicalservices.ca

Triple M Painting Inc.

780-399-7007 Jared@triplempainting.net

Triumph Roofing Inc.

780-938-1649 cbarnicott@triumphinc.ca

Tru North Restoration

780-994-0504 Michael@trunorthrestoration.ca

Trusty Tree Services Limited

780-860-5500 info@trustytree.ca

W.E. Greer Ltd.

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Wade Consulting Inc.

780-486-2828 info@wadeconsulting.ca

Waste Connections of Canada

780-464-9413 apedmonton@wasteconnections.com

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World Floorcoverings

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Xact-Vu Restoration

403-899-3029 Nick@xactvu.ca

Yardi Canada Ltd.

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

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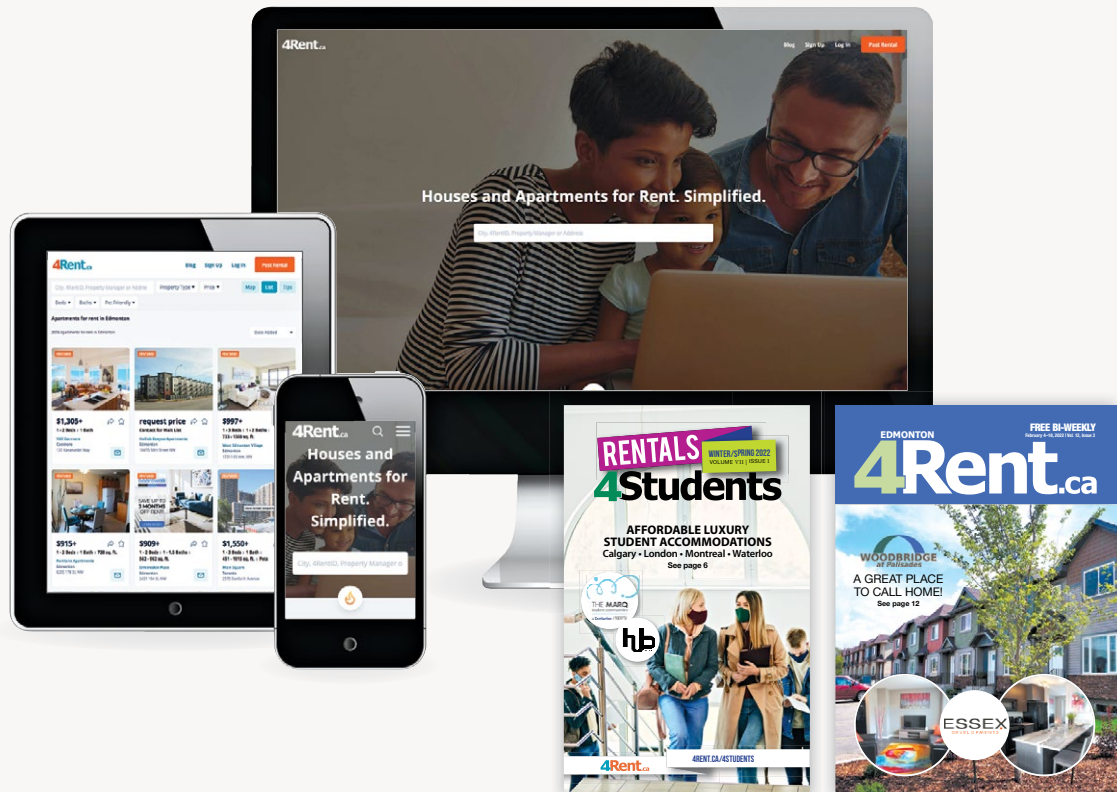
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