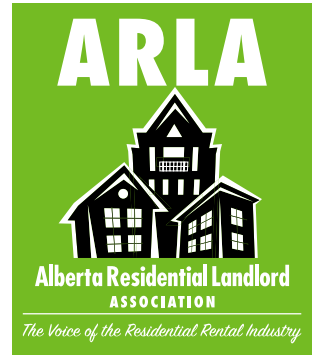


# RENTAL GAZETTE

THE VOICE OF THE RESIDENTIAL RENTAL INDUSTRY



ISSUE 1  
VOLUME 31  
SPRING 2026



## 2026 Landlord Resource Trade Show & ARLA Achievement Awards Luncheon

Join us on May 8, 2026 from 9:00am - 2:30pm at the River Cree Resort & Casino. The Trade Show has 60 tables with great landlord resources!

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 participate in Trade Show Bingo - 2 lines or an X will let you enter the draw!

Tell your staff, friends and anyone who may be interested. The Trade Show is free for everyone!

Details on page 2.

## CONTACT ARLA

208, 10544-106 St. Edm, AB T5H 2X6  
Ph 780-413-9773 [albertalandlord.org](http://albertalandlord.org)

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.

## ALBERTA RENTALS IN 2026: DIVERGING FUNDAMENTALS IN CALGARY AND EDMONTON

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

Canada's multifamily market is entering 2026 in a more balanced state than the last few years, but that balance is arriving unevenly. National fundamentals weakened through 2025 and are expected to remain fragile in 2026, with demand softening under affordability pressure and uncertain economic conditions. At the same time, housing supply remains constrained, which should help keep occupancy relatively solid outside of select segments.

For Alberta housing providers, the takeaway is not that the market is turning, but that the rules of performance are shifting. When rent growth slows and vacancy rises, outcomes depend more on operational execution: leasing speed, resident retention, expense discipline and the ability to respond quickly to neighbourhood-level changes. The shift is not a collapse in fundamentals, but a transition from supply-constrained growth to performance-driven differentiation at the asset level.

### National perspective: rent growth slows as vacancy and mobility rise

National averages show apartment fundamentals softening in Q4 2025. Average in-place rents increased by just \$9 quarter over quarter to \$1,746, bringing annual in-place rent growth down to 3.2%. Average new-lease rent growth also cooled sharply, with lease-over-lease growth on new leases at 0.7%.

Vacancy and renter mobility both increased nationally. Canada's apartment vacancy rate reached 4.5% in Q4 2025, the highest level since 2021, while annual turnover rose to 25.5%. Average length of stay was 39 months.

Macro conditions help explain the softer demand environment. Population growth slowed significantly in 2025, estimated at 0.2% year over year, and Canada also reduced its 2026 target for admitting non-permanent residents. Economic growth is expected to remain muted in 2026, with GDP forecasts in the 1.0% to 1.5% range.

## INSIDE THIS ISSUE

Trade Show	2
Feature Article Continued	4
Editor's Message	5
President's Message	7
Denying a Tenant	7
Executive Director Report	8
Interest Rates	20
Emotional Support Animals	22
Elevator Safety	24
Pesticide Applications	24
When a Tenant Refuses to Pay	25
Rental Scams Rising	26
Safety Tips	27
Rental Market Statistics	28
Service Member Directory	29

# ABOUT THE EVENT

## MAY 8, 2026



### AGENDA

#### Landlord Resource Trade Show

9:00 am - 2:30 pm  
Ballroom, Enoch E & F,  
Strongwoods Room.

#### ARLA Achievement Awards Luncheon (members only)

11:30 am - 2:00 pm  
Enoch A,B,C & D

### WHO WILL ATTEND

- Property Managers
- Landlords
- Owners/Operators
- Leasing Agents
- Site Managers within the Multi-Family Industry
- Site Maintenance/Custodial Staff
- Realtors
- Developers
- Home Builders
- Multi-Family Service Providers

# EXHIBITORS

310 DUMP

Abell Pest Control

Action Security Group

AEDARSA

Affinity Credit Solutions

Apartments.com

BFL Canada Insurance Services

Brownlee LLP

CARMA Corp.

Centre for Public Legal Education

Christensen & McLean Roofing

ClarMak Electrical Services

Claystone Waste

Coinamatic

Consolidated Civil Enforcement

Creekside Contracting Services

Davey Tree Expert Company of Canada

Done Rite Fire Protection

Dormakaba Canada

Double Clean Group of Companies

Ecopest

Edmonton Police Service

Elite Trade Painting

Enercare Home and Commercial Services

Everway Legal Support

Fort Sands Construction

Hoarding Disorder Foundation of Alberta

Hollen Industries

Home Depot Pro

Homeward Trust

ICON Elevator Inc.

IDN-Canada

Integricon

Iron Shield Roofing

Karlen-Kada Integration

Lyft Surfaces

Maysfield Appliance Repair

Mosaic Home Services

My KRU

No Water Roofing

Off The Ledge

Oliver Plumbing & Heating

Paneless Window

Paul Davis

Propra

Provident Energy Management

PURE Restoration

Pyramid Concrete & Consulting

Reliance Home Comfort

RONA

Service Alberta & Utilities Consumer Advocate

ServiceMaster Restore

Serv-It Process & Bailiff Services

SingleKey

Spartan Enhanced Property Management

Surface Revival

The Waste Team

Tree of Knowledge (TOK) Engineering

Wade Consulting

Water Matrix

Westland MyGroup

Yardi

ZoJacks

# SPONSORS

## Main Event Sponsors



## Award Sponsors

Ayre & Oxford, Brownlee LLP, Entrata, GEF Seniors Housing Home Depot Pro, Ikigai Impact, McLeod Realty & Management, Midwest Property Management, Mosaic Home Services, Paladin Security Group, Westland MyGroup & Yardi

## Cash Prize Sponsors

Consolidated Civil Enforcement, AEDARSA, CVG Canadian Valuation Group, Double Clean Group of Companies, Dryer Vent Scrubbing Summit Fireplaces, Killam Apartment REIT & Provident Energy Management

## Trade Show Bag Sponsor

SingleKey



## FEATURE ARTICLE: CONTINUED FROM COVER

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

### Alberta market trends: Calgary and Edmonton are diverging

Alberta is a strong example of why provincial averages can hide critical local dynamics. Calgary and Edmonton share economic and demographic tailwinds, yet their multifamily performance is diverging in a meaningful way. The contrast suggests that Edmonton is stabilizing into slower, but positive, growth, while Calgary is absorbing new supply more aggressively, resulting in pricing pressure at the new-lease level.

#### Vacancy: both CMAs sit above the national rate

Vacancy rates in Q4 2025 were highest in Calgary (6.1%) and Edmonton (5.3%), both above the national average vacancy rate of 4.5%. Higher vacancy changes leasing posture: teams must compete harder for each lease, reduce friction in the prospect journey and stay tight on turn timelines.

#### Rent growth: Edmonton holds modest gains while Calgary turns negative

Edmonton posted year-over-year in-place rent growth of 3.2% and lease-over-lease new-lease growth of 0.9% in Q4 2025. Calgary, however, saw year-over-year in-place rent change of -1.3% and new-lease growth of -4.2%. The report notes that Calgary's performance has been inconsistent despite strong population gains, with asking rents dropping in areas experiencing rapid supply growth and softening demand.

#### Turnover and renter mobility: both markets remain elevated

Annual turnover is elevated in both Alberta CMAs. Calgary's annual turnover rate reached 41.3%, and Edmonton's reached 37.5%, both well above the national average turnover rate of 25.5%. Length of stay reinforces the mobility picture: Calgary and Edmonton both show an average length of stay of 27 months, well below the national average of 39 months.

#### Digital leasing signals: strong prospect volume, Calgary leads conversion

Both Calgary and Edmonton average 13

digital prospects per 100 units per month. Calgary's digital prospect conversion rate is 11.9%, compared to Edmonton's 9.4% and the national average of 8.7%. In a high-turnover context, stronger conversion helps keep pace with leasing demand and reduces manual follow-up.

#### Alberta's edge: what the province shows that other markets do not

Rent growth is slowing and vacancy is rising. Alberta's distinct feature is the combination of:

- above-average vacancy in its largest CMAs
- very high annual turnover that drives operational intensity
- shorter resident tenure that raises the value of retention
- strong digital prospect activity that can be leveraged to improve leasing efficiency

This mix creates both risk and opportunity. The risk is cost pressure: more turns and higher vacancy can amplify expenses and reduce NOI if make-ready timelines slip. The opportunity is winning through operational precision: stronger retention, faster turns and a smoother prospect-to-lease path.

#### What this means for housing providers: retention and efficiency become the advantage

##### Treat retention as a financial strategy

With annual turnover at 41.3% in Calgary and 37.5% in Edmonton, keeping residents longer is one of the highest-impact levers available to Alberta operators. With average length of stay at 27 months in both markets, even small improvements can have an outsized effect.

Tracking a consistent KPI set helps: turnover rate, average length of stay, vacancy and digital prospect conversion.

##### Tighten the unit-turn engine

High annual turnover means unit turns are ongoing production work. The difference between an average turn process and a great one shows up in vacancy days and maintenance costs. Prioritize predictable timelines, clear vendor accountability and fewer handoffs that create delays.

#### Watch controllable expenses closely

Operating discipline matters more when rent growth is modest. In Q4 2025, trailing 12-month operating expenses averaged \$667 per unit per month nationally. Because this is a trailing 12-month metric, it reflects annual operating expenses spread across the prior 12 months rather than costs from a single quarter, giving a more stable view of operating performance over time. In Alberta, trailing 12-month operating expenses averaged \$670 per unit per month, down \$5 from the previous quarter. Even small improvements in controllable expenses can help stabilize performance.

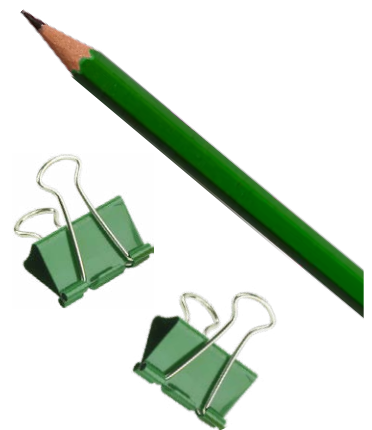
#### Closing: planning for 2026 in an Alberta context

Alberta is not moving in one direction. Edmonton is demonstrating moderated but positive rent momentum, while Calgary is navigating pricing pressure amid elevated vacancy. In both markets, high turnover and shorter tenure raise the importance of retention, leasing efficiency and disciplined cost control.

For Alberta housing providers, the 2026 playbook is clear: keep residents longer where possible, protect leasing speed by reducing friction, keep turns predictable and fast and stay disciplined on controllable expenses.

#### Read the full report:

[www.yardi.com/cndmultifamilyreport](http://www.yardi.com/cndmultifamilyreport)





## EDITOR'S MESSAGE SPRING 2026

BY RAPHAEL YAU, CHAIR RENTAL GAZETTE

### Market Update Spring 2026

As spring 2026 begins, global economic

uncertainties remain elevated, driven by ongoing conflicts in Ukraine and the Middle East, including recent military actions involving the United States, Israel, Iran and Lebanon that have disrupted energy markets and pushed oil prices higher. These developments, alongside renewed volatility in U.S. trade policy and tariff threats that directly affect North American supply chains and commodity markets, have increased upside risks to global inflation and financial market volatility, and they continue to weigh on investor sentiment and business confidence, often overshadowing local conditions for Alberta and Edmonton-based owners and investors.

Alberta's economy continues to show resilience, bolstered by high but moderating oil production and enhanced market access since the Trans Mountain Pipeline Expansion (TMX) came online in May 2024, with the latest increase in global oil prices providing an additional, if uncertain, boost to near-term revenues. TMX has boosted exports to non-U.S. markets from roughly the low-single-digit range to the mid-teens as a share of total shipments, significantly narrowing the price discount between Western Canadian Select (WCS) and West Texas Intermediate (WTI), while sustaining additional capacity into 2025-26, so higher global prices now pass through more directly to Alberta producers. Recent outlooks still affirm that rising production and Asian market access remain vital supports for Alberta exports in 2026, but they also note that renewed tensions in the Middle East could contribute to more variability in oil prices and energy-sector investment plans.

The Bank of Canada has finished its interest rate cuts from 2024-25 and is keeping its main rate at 2.25% after its March 18, 2026 decision. Inflation is now just under the Bank's 2% target, and its preferred core measures are a little above 2%, so price increases are much more under control than they were a couple of years ago. Inflation in 2025 was a bit over 2%, and the Bank still expects it to stay close to target, but recent

jumps in global energy prices and tensions in the Middle East mean there is a higher risk that inflation could pick up again. Lower interest rates are giving some support to the economy and the housing market, but the Bank is being careful not to overstimulate housing or add to price pressures, especially for energy and food, so it is in no hurry to cut rates further.

For Alberta, fiscal conditions have shifted from the surpluses of earlier years to a projected deficit position as of Budget 2025 and subsequent fiscal updates. After an estimated surplus of roughly \$5.8 billion in fiscal 2024-25, the province is now projecting a deficit of about \$5.2-6.5 billion in 2025-26, reflecting softer resource revenues, higher spending commitments, and a sizeable contingency set aside to buffer U.S. trade and tariff risk, while the recent firming in energy prices may modestly improve near-term royalty receipts but also underscores Alberta's exposure to global commodity price swings. This marks a policy shift toward pre-emptive stimulus and risk management rather than the large allocations to savings and debt repayment seen in previous years.

Labour market conditions remain relatively tight but are gradually normalizing. As of January 2026, Alberta's seasonally adjusted unemployment rate stands at 6.4%, down from 6.7% in December 2025 and 6.8% a year earlier, with employment up 3.4% year-over-year. Recent data for the Calgary-Edmonton corridor show that both major centres saw modest declines in unemployment through late 2025, with Edmonton's rate easing into the mid-7% range by December and continuing to trend lower into early 2026 as full-time employment grows.

Alberta's housing market has experienced another year of exceptional construction activity, and recent reports confirm that 2025 set a new record for starts nationally and in Alberta, led by rental and higher-density product in Edmonton and Calgary. Nationally, 2025 housing starts reached about 259,000 units, up from 2024, driven by a second consecutive year of strong rental starts, and Alberta accounted for

CONTINUED >>

# ARLA

## BOARD OF DIRECTORS

### EXECUTIVE COMMITTEE

President: Christopher Batdorf  
Past President: Razvan Costin  
1st Vice President: Lynsey Masson  
2nd Vice President: Gary Smith  
Secretary / Treasurer: Raphael Yau

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Education & Conference: Marisa Redmond, Lynsey Masson

Government Liaison: Heidi Besuijen

Membership & Benefits: Bernard Streeper, Razvan Costin

Rental Gazette Newsletter: Raphael Yau, Kate Brisson

Program & Social Committee: Roxanne Johnson, Gary Smith

Public Affairs & Social Media: Razvan Costin

Ethics: Christopher Batdorf, Roxanne Johnson

Audit: Bethany Fredeen, Paul Jones, Kate Brisson

Trade Show & Awards: Marisa Redmond, Lynsey Masson, Bethany Fredeen, Roxanne Johnson, Gary Smith

Advocacy Committee: Bethany Fredeen, Raphael Yau, Gary Smith, Bernard Streeper

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Social & Programming / Education & Conference: Matthew Rude, Jagdeep Singh, Laurie Peters, Rashim Sharma

Membership & Benefits: Jeff Maio, Ryan Bubenko

Ethics Committee: Jagdeep Singh, Matthew Rude, Ryan Bubenko

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jayda@albertalord.org

## EDITOR'S MESSAGE: CONTINUED

a disproportionately large share of Canadian starts, with nearly 54,900 units and roughly 70% of these starts in multi-unit formats such as row and apartment product. However, CMHC now projects that Edmonton's rental vacancy rate will rise to about 4.5% in 2026, up from 3.8% in 2025, as a large pipeline of purpose-built projects completes and population growth moderates, which should gradually ease the tight conditions seen in recent years even as higher energy and financing costs keep landlords' operating expenses elevated.

Edmonton, in particular, has seen sustained strength in new construction, with CMHC highlighting record or near-record levels of housing starts in 2025 and a pronounced shift toward diverse ground-oriented and rental apartment supply responding to rapid population growth and in-migration. Provincial and municipal policy moves—including streamlined approvals and zoning changes to support higher density—have helped push Edmonton's construction volumes higher, and CMHC now expects that as this supply is absorbed, rental conditions in 2026 will move toward a more balanced market, tempering rent escalation even if inflation runs slightly higher than previously

projected due to global cost pressures.

Looking ahead to the remainder of 2026, most private and institutional forecasts still expect Alberta to grow faster than the national average, supported by population inflows, elevated but plateauing oil output, and ongoing diversification in sectors such as aviation, food processing, tourism, and technology, although external risks around global growth and financial conditions remain elevated. At the same time, weaker commodity prices than in the 2021-23 boom years, flat energy-sector capital spending, and continued uncertainty around U.S. tariffs, the future of the Canada-United States-Mexico Agreement, and broader geopolitical conditions are expected to weigh on business investment and keep risk premiums elevated for export-exposed industries.

For multifamily investors in Edmonton, this environment still points to solid demand fundamentals underpinned by strong population growth and structural undersupply, but recent global developments have added some additional uncertainty around inflation, interest-rate expectations and risk premiums. Higher

global energy and shipping costs raise the risk that Canadian inflation will run somewhat above earlier projections, which could delay or reduce further Bank of Canada easing, while at the same time elevated construction and operating costs, rising vacancies and a large pipeline of new rental supply in Edmonton are likely to produce more variation in rent growth and cap rates across asset quality and sub-markets. With the Bank now emphasizing a more explicitly data-dependent stance, and with external shocks influencing bond yields and credit spreads, the timing and magnitude of any additional rate cuts through late 2026 remain uncertain, making it difficult to pinpoint exactly where multifamily assets will trade over the balance of the year and increasing the importance of conservative underwriting and stress-testing for rent, expense and cap-rate scenarios.

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

*Source: CMHC; Cushman & Wakefield Edmonton Research Services; ATB Financial; Bank of Canada; Statistics Canada; CBC; BBC; RBC Economics; Desjardins; Scotiabank.*



## ARLA GOLF TOURNAMENT

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

**THE QUARRY GOLF COURSE**





## PRESIDENT'S MESSAGE SPRING 2026

BY CHRISTOPHER BATDORF, ARLA PRESIDENT 2026

**Welcome to the Spring 2026 Rental Gazette.** It is my pleasure to serve as your Alberta Residential Landlord

Association Board President for 2026.

As I write this article, I am impressed by the amazing quality of the seminars and events that have occurred in the first quarter of this year. I am excited about this year's Landlord Resource Trade Show and Achievement Awards; it will once again be at the River Cree Casino & Resort.

Remember as a member, either yourself or your employer, you are eligible to receive ARLA's newsletters and updates to your email inbox. Please contact our wonderful ARLA staff to ensure that your email address is included.

I also plan to attend as many events, seminars, and luncheons as possible and I look forward to seeing as many new and returning members faces as possible.

### Sector Information

For the past 16 years, ARLA members have made an incredibly significant contribution

to the Housing First program in Edmonton and across Alberta.

On March 11th it was reported that a Housing First team in Edmonton will no longer be funded as of April 1st.

If you or your company are housing residents being supported by this team, please support the stability of these tenants as they experience an unknown change in their lives. If you have any questions regarding this change please contact Landlord Relations at Homeward Trust Edmonton.

On March 3rd, the Government of Alberta announced changes to the Income Support program. For Albertans on the "Expected-to-Work Program" funding will be capped at 6-months for people not meeting program obligations.

This will impact any ARLA members who have tenants currently on the Income Support program, as program obligations have not been made public.

For 2026, the Government of Alberta has restored its funding amount for its "Grants in Place of Taxes" program.

This means that the province should be

providing 100% of the estimated property tax amount for provincial properties, to the municipality in which the property exists.

Hopefully this increased transfer payment from the province to all municipalities helps to decrease the tax rate for all ARLA members.

### In Closing

As I close my first message of the year, I would like to extend a large thank you to our staff at ARLA. Compared to other non-profit organizations, ARLA exceeds my expectations yearly with only a dedicated staff of 3.

Donna, Kelsy, and Jayda rise to every occasion to ensure that our events and programs are amazing and I would just like everyone to acknowledge their amazing work.

Thank you also to you; the new & returning ARLA members. Without your support ARLA would not be the wonderful and amazing organization that it is today.

I look forward to seeing everyone at the 2026 ARLA Landlord Resource Trade Show and Achievement Awards on May 8th, 2026.

## DENYING A PROSPECTIVE TENANT

You can deny a prospective tenant based on objective, documented factors like poor credit history, insufficient income, or negative rental history, but you cannot deny them based on protected characteristics like race, religion, or family status. If your "bad feeling" is based on subjective reasons, document the objective, non-discriminatory reasons for denial if possible, and decline the application professionally without giving a vague or potentially illegal reason.

### Legitimate reasons to deny a tenant:

- **Insufficient income:** The applicant's income does not meet your minimum requirements (e.g., their gross income is less than three times the monthly rent).
- **Poor credit history:** Their credit report shows a history of missed payments or high debt.
- **Negative rental history:** Previous landlords

reported issues such as unpaid rent, property damage, or late payments.

### • Incomplete or inaccurate application:

The applicant did not provide all necessary information or provided false information.

### • Failure to meet other criteria:

The applicant does not meet other established criteria, such as a no-pet policy or a smoking policy.

### Reasons to avoid denying a tenant:

- **Protected characteristics:** You cannot legally deny a tenant based on their race, color, religion, sex, disability, familial status, national origin, or other characteristics protected by fair housing laws.
- **Subjective feelings:** Avoid denying an applicant simply because of a vague "bad feeling" without any objective, documentable reason.

### How to decline a tenant application:

#### • Follow a consistent screening process:

Apply the same criteria to all applicants to ensure fairness and to help avoid discrimination claims.

• **Provide a clear, but brief, reason:** If you must provide a reason, state a clear, objective, and lawful one from your established criteria, such as "credit score below our minimum requirement" or "insufficient income to meet our rental policy".

• **Avoid detailed explanations:** Do not get into a detailed discussion about your decision, as this can create legal issues. A simple, polite notification is best.

• **Document everything:** Keep records of the application, the screening process, and the reason for denial. This is crucial if your decision is ever challenged.



# EXECUTIVE DIRECTOR REPORT SPRING 2026

BY DONNA MONKHOUSE, ARLA EXECUTIVE DIRECTOR

Firstly, we would like to thank all those members that renewed their 2026 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 Landlord Resource Trade Show is coming May 8, 2026 and we are so excited!**

We are super excited to be hosting our 5th 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 just by playing BINGO.

Our Trade Show is a bit bigger again this year, so come early to ensure you don't miss any exhibitors!

### Education

We continue to offer a variety of Webinars and Seminars throughout the year, along with breakfast meetings and Luncheons.

### What Else is Happening at ARLA's Office?

- We continue to advocate to the province and the City on Safety and Security within our City for our Buildings and our tenants.
- We continue to advocate on the Waste Disposal and Property Tax Assessments.
- We attend and represent ARLA members at ARTAC and Safety Codes Council and attended 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 will continue to advocate to all levels of government when issues arise.

• We continued to bring in new members to benefit everyone - please make sure you look at our Service members on our website!

• We continue to keep our members informed 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](http://www.albertalandlord.org). We are currently working on our new website and hope to launch it soon!

• 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!

**We want to wish all of you a Happy Easter** and look forward to seeing everyone at the upcoming Landlord Resource Trade Show! Again, that's May 8, 2026 from 9 a.m. to 2:30 p.m.

And don't miss the Achievement Awards Luncheon!

**Tickets for the Luncheon are selling fast!**



## BOWLING NETWORKING EVENT

On February 5, 2026, 50 of ARLA's members joined us at Plaza Bowl, for a Bowling & Pizza networking event. Everyone had a lot of fun bowling and networking. Two of our members,

Cody Hodson and David Bridges, won Turkey Pins - for getting three strikes in a row as well as a pin for a score of 200 or more and a score of 250 or more. **Congrats, you two!**



CONTINUED >>

## OTHER ARLA EVENTS

**In January** we held a Webinar on Resident Retention, with Chrystal Skead that was well attended.

Murray Soroka, from Jasper Place Wellness joined us for our first Breakfast Meeting of the year and spoke to their initiatives in housing. Murray is a great speaker and is doing great things!



We continue to host the RTA Workshop 3 times a year as a webinar which is always fully attended. We also have several webinars coming up before summer – Budgets & Financials, CCOHS, setting Market rents and the RTA.

Edmonton Eviction Services talking about the eviction process and how to prevent it, and Patricia Tolppanen, from RTDRS as the Luncheon Speaker.



**In February** our General meeting presentation and luncheon had Taylor Pardy from CMHC highlighting Rental Market Updates, Felicia Mutheardy Economist from the City of Edmonton and Charles St. Arnaud from Servus Credit Union, talk about the state of Edmonton & Alberta.



**In March**, our General Meeting seminar & Luncheon started with Don Gray from



**THANK YOU TO ALL OUR PRESENTERS IN 2026 SO FAR!**

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



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LINKEDIN

## YOU'RE INVITED!

Landlord Resource Trade Show  
& ARLA Achievement Awards

May 8, 2026

Free to Attend! 50+ Exhibitors!  
Secure your ticket on Eventbrite today!



## Welcome New Members!

310-DUMP  
 Akirawd Enterprises  
 Canadian Apartment Advisors  
 Creekside Contracting  
 Donna Amos  
 Enercare Home & Commercial Services  
 Fort Sands Construction  
 Garret Fraser  
 Harmani Investments  
 IDN-Canada  
 Jaime Pipke  
 Jenny Thompson  
 Killam Apartment REIT  
 L&J Diamonds Maintenance AB Inc. (LJDM)  
 Lyft Surfaces  
 Michelle Clarke  
 Oliver Plumbing & Heating  
 Om Joshi  
 Ron Auza  
 Stephen McGonigle  
 Tavis Brown  
 Unique Exterior Ninjas  
 Vomano Holdings  
 Water Matrix Inc.



## UPCOMING EVENTS

<b>APR 10</b>	RTA FUNDAMENTALS WORKSHOP
<b>APR 24</b>	EDUCATIONAL WEBINAR CCOHS - ASBESTOS/MOLD
<b>MAY 8</b>	LANDLORD RESOURCE TRADESHOW & ARLA ACHEIVEMENT AWARDS LUNCHEON
<b>MAY 22</b>	EDUCATIONAL WEBINAR SETTING MARKET RENTS
<b>JUN 17</b>	SEMINAR & LUNCHEON
<b>JUL 10</b>	MEMBER APPRECIATION BBQ
<b>SEPT 4</b>	ARLA GOLF TOURNAMENT
<b>SEPT 18</b>	EDUCATIONAL WEBINAR FAIR HOUSING & DOCUMENTATION
<b>OCT 9</b>	RTA FUNDAMENTALS WORKSHOP



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

*The Voice of the Residential Rental Industry*

### ALBERTA RESIDENTIAL LANDLORD ASSOCIATION MISSION, VISION AND VALUE STATEMENT 2026

#### 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

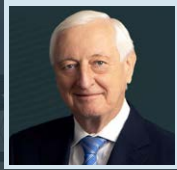
The Alberta Residential Landlord Association (ARLA) founded in 1994, is a membership based, not for profit Association, that is dedicated to strengthening the Residential Rental Industry by educating, uniting and advocating for professional members and preferred service members. ARLA represents approximately 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.

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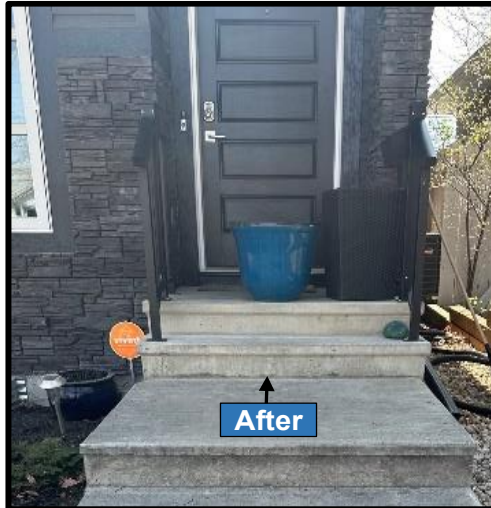
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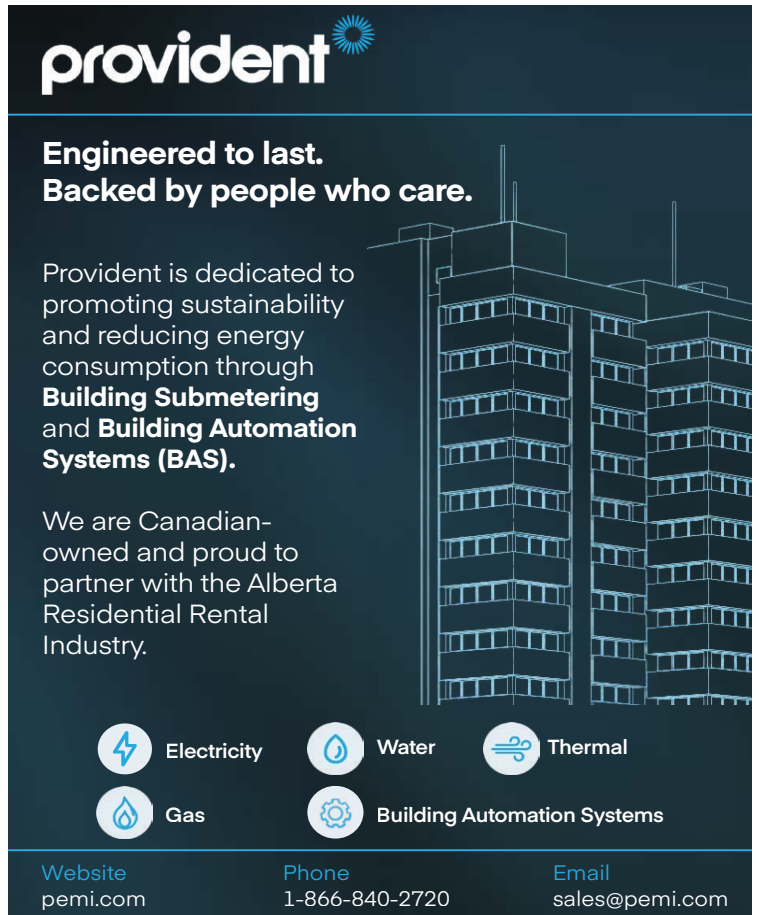


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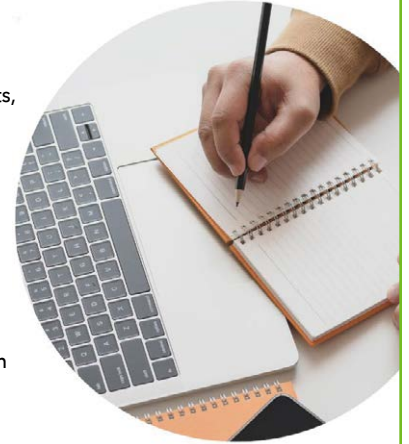
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of Directors. Any breach of the Code of Ethics may result  
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It is the mandate that all ARLA Members be informed as to the developments and trends within the industry and render their services and opinions using their full training, qualifications, and experience. Part of our Associations duty is to always protect the public against fraud, misrepresentation, and unethical practices. ALRA Members withstand from seeking unfair advantages over and publicly criticizing the reputation of other industry members or the industry as a whole.

Public confidence in the professionalism and integrity of our Members is of the upmost importance which is necessary for the future credibility and success of the Alberta Residential Landlord Association. This Code of Ethics is not intended to describe the minimum expectation of permissible performance; rather, it describes the optimum performance the public has a right to expect and makes that performance the "norm" for Members of the Alberta Residential Landlord Association. The demand for high standards of professional conduct protects the interests and the rights of the Members within the Association, its clients, and customers. As such, the Code is and will continue to be a demanding document; a plan for professionalism, capable of including and accommodating every change, challenge and controversy which arises.

1. Members shall, at all times, conduct their business and personal activities with the knowledge of and in compliance with applicable Federal, Provincial and Municipal laws and regulations and shall maintain the highest moral and ethical standards.
2. Members shall act in a professional manner and treat all stakeholders with respect, fairness and in kind.
3. Members shall, strive to maintain and continually improve the professional standards of the industry through education, training, and refinement of their unique skills.
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# REVISITING EMOTIONAL SUPPORT ANIMALS

BY JUDY FENG, STAFF LAWYER, CENTRE FOR PUBLIC LEGAL EDUCATION ALBERTA (CPLEA)

*This article was first published in CPLEA's (www.cplea.ca) digital magazine, LawNow (www.lawnow.org)*

For cat lovers, there's nothing like the feeling of having an edgy predator melt into a warm loaf in one's lap, purring for kisses and cuddles. For some, maybe the sleepy sight of a fuzzy rabbit or the steely touch of a slithering snake sparks joy. (Spark joy, popularized by tidying expert and author, Marie Kondo, is a loose translation of the Japanese term, tokimeku - meaning the feeling of "flutter in your heart" or "your heart beats.") In any case, there is no denying that we humans can develop special emotional bonds with animals in our everyday lives.

Often, it takes time for the law to catch up with everyday life and emerging, novel situations - and situations involving emotional support animals are no exception. Years ago, I wrote about renting with assistance and support animals and whether landlords had to accommodate tenants with such animals. In Alberta, provincial law protects disabled tenants' use of qualified service or guide dogs.

But it gets messy in situations involving other types of animals, like companion, emotional support, or therapy animals. I also noted that the law was still developing, especially under human rights law, where landlords may have a duty to accommodate disabled persons with these other types of animals. At the time, there were no publicly reported cases in Alberta involving such situations.

## The Hart Case: An Emotional Support Dog in a Condo

To gather up all the breadcrumbs, Alberta now has a case that helps clarify the legal issues that come up with emotional support animals. In *Hart v Condominium Corporation No. 831 0969 o/a Westmount Place Condominium Corporation*, 2025 AHRC 52 [Hart], the Alberta Human Rights Commission (the "Commission") weighed in on a situation involving a visually impaired condo owner and her dog.

In *Hart*, the owner lived in a condo complex with a "no animal bylaw." She sought accommodation from her condo board for

her dog. The owner informally trained the dog to guide and help her, and the dog had training from rescue people before that. However, the dog was not a certified service dog or guide dog. The dog was more than a mobility aid for the owner in her everyday life - the dog was "everything" to her. In the owner's medical note, her doctor noted that she needed "an emotional support dog for medical reason" and had the dog "as an emotional support animal."

Although the condo board knew the owner might have a vision impairment, they did not think her note was enough to support her request. The board did not follow up with getting more information to understand her request. They also fined and sued her for breaking the condo's no animal bylaw. The condominium corporation's fines against the owner only came to an end after the dog passed away. The owner then made a human rights complaint against the condo corporation.

The issue before the Commission was whether the condo corporation discriminated against the owner and whether it met its procedural duty to accommodate her. Throughout the case, the Commission discussed key legal principles, including the procedural duty to accommodate and the primacy of the Alberta Human Rights Act.

## Condo Corporation Collides with Human Rights Law

The Commission first set out that the Alberta Human Rights Act (the "Act") applies to the condo corporation, and that it cannot discriminate under section 4 the Act. This section does not allow discrimination in goods, services, accommodation or facilities available to the public (which includes the owner, who is a member of the public). To prove discrimination, a complainant (person making the complaint) must show three things:

1. They have a protected characteristic (based on a protected ground) under the Alberta Human Rights Act.
2. They experienced an adverse (negative) impact.
3. Their protected disability was a factor in the adverse impact.

If the complainant can show this, the burden then shifts to the respondent (in this case, the condo corporation) to prove it tried to accommodate the complainant up to the point of "undue hardship." The duty to accommodate is a legal duty to change rules, standards, policies, workplace culture and physical environments to reduce or eliminate the negative impact that someone faces because of a protected ground.

## In this case, the Commission found that:

1. The owner had a physical disability of visual impairment, which was a protected characteristic under the Act.
2. The Commission found that the condo corporation's legal proceedings and its failure to assess her accommodation were negative effects.
3. These negative effects were connected to the owner's use of her dog for medical reasons.

The Commission determined that the condominium corporation discriminated against the owner.

## The Duty to Accommodate: A Shared Process

The Commission then turned to the accommodation process. The medical information needed to support accommodation depends on the facts of the case. However, the person asking for accommodation must provide, at a minimum:

- medical information certifying a disability
- the general nature of the disability, and
- the limits it creates (in terms of nature and scope).

The person seeking accommodation from a service provider must provide the required medical information. But there are times, as part of the procedural duty to accommodate, when a service provider may need to ask for more information about the request.

Here, the owner's medical note had limited information, but the condo board should have followed up to get more details from her to understand her request.

CONTINUED >>

## EMOTIONAL SUPPORT ANIMALS: CONTINUED

BY JUDY FENG, STAFF LAWYER, CENTRE FOR PUBLIC LEGAL EDUCATION ALBERTA (CPLEA)

The Commission held that the condo corporation had a duty to accommodate her to the point of undue hardship, but it ended its procedural duty to accommodate her without getting information to assess her disability and accommodation needs.

The Alberta Human Rights Act takes precedence (has priority)

The Commission further discussed another fundamental point about the Alberta Human Rights Act - it has special "quasi-constitutional" status and takes precedence (has priority) over condo bylaws. Condo bylaws cannot circumvent (bypass) the Act. If the bylaws conflict with the Act, the Act prevails.

Even though the situation was novel for the condo corporation and it had a no animal bylaw, the Commission held that it couldn't just clear itself of the duty to accommodate.

### The Ruling

The Commission acknowledged that the owner's medical note had limited detail. Even so, it found that the condo corporation should have done more by asking questions and further engaging with the owner to better understand her request. In this case, the condo corporation discriminated against the owner and failed in its procedural duty to accommodate her.

The Tribunal ordered the condo corporation to pay \$15,000 in general damages for injury to the owner's dignity and to:

- Review its bylaws to make sure it follows the Act and its duty to accommodate
- Complete human rights training
- Distribute the Commission's policy on the "Duty to accommodate in goods and services" to the condo board and all its committees

### Cleaning Up the Takeaways

The Hart case raises general questions about emotional support and service animals in a tenancy situation - after all, this was a case involving a condo owner and a dog in a condo. While the Commission did not make a broad ruling on the use or accommodation of an emotional support dog, a service dog, or a reliance on a dog as a mobility aid for accommodation, it focused on the

accommodation process. Nevertheless, the case has fundamental takeaways about human rights law for everyone to learn from:

- The duty to accommodate is a shared process between the person seeking accommodation and the service provider.
- It is up to the person seeking accommodation from a service provider to provide the required medical information.
- When a service provider receives an accommodation request, it must take steps to accommodate the person to the point of undue hardship. For example, this may mean asking for more information about their needs or following up to get more information.
- The Alberta Human Rights Act has quasi-

constitutional status and takes precedence (has priority). If a law conflicts with the Act, the Act prevails.

- Service providers must follow human rights law and cannot simply excuse themselves from their responsibilities - even if it's a novel situation they are dealing with.

Whether you are a condo board or owner, landlord or tenant, or housing provider, you can learn more about your human rights and responsibilities on the Alberta Human Rights Commission website. The following resources are especially relevant for tidying up your own knowledge in this area of law:

- Rental housing
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- Duty to accommodate in housing



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Because these permits and legal notices are time-sensitive, it is essential to keep your contact information current with AEDARSA. Regional inquiries can be sent to [elevators.south@aedarsa.com](mailto:elevators.south@aedarsa.com) or [elevators.north@aedarsa.com](mailto:elevators.north@aedarsa.com).

## 2. The Maintenance Control Program (MCP)

Think of an MCP as a customized "wellness plan" for your elevator. It is a documented set of check-ups and tests tailored to your specific equipment to meet Safety Code (Section 8.6) requirements.

- **The 3-Month Rule:** Per Alberta Municipal Affairs STANDATA 19-EDI-006, your elevator requires a professional check-up at least once every three months.
- **Provider Specific:** If you switch

maintenance companies, the new team must provide their own MCP; these plans are not transferable between providers.

## 3. "CAT" Tests: Your Safety Milestones

Your technician will perform "Category" testing to ensure life-safety systems are ready 24/7:

- **Category 1 (CAT 1):** Annual "physical" exams to ensure all safety features are in good working order.
- **Category 5 (CAT 5):** Conducted every five years, this is a "deep-dive" performance test to ensure the elevator handles emergency conditions as required.

By staying proactive with your MCP, CAT testing, and AEDARSA renewals, you aren't just following the rules – you are providing a safe, reliable home for your tenants.

# PESTICIDE APPLICATIONS IN RENTAL & MULTI-FAMILY DWELLINGS

GOVERNMENT OF ALBERTA

## Pesticide Legislation

In Alberta, pesticide management falls under the Environmental Protection and Enhancement Act, which contains the Pesticide (Ministerial) Regulation, the Pesticide Sales, Handling, Use and Application Regulation, and the Environmental Code of Practice for Pesticides.

## What is required to apply pesticides?

A certified applicator is required when applying Schedule 1, 2, or 3 pesticides in and around the following areas;

- rental dwellings,
- the grounds of a school, hospital, nursing home or daycare, or
- the common areas (indoor and outdoor) of multi-family dwellings.

Any individual or company offering

(advertising) or providing a pesticide service in Alberta requires a pesticide service registration. A pesticide service registration requires at least one staff member to hold a pesticide applicator certificate for the correct class of activity.

Property management companies or building owners that provide pest control as part of their service to clients are required to be or employ a certified applicator and hold a pesticide service registration for the correct class of activity.

Pest control services may also be provided by a third party. When subcontracting, it is essential that the property management company, building owner, or owner's agent verifies that the subcontracted firm possesses a valid pesticide service registration for the appropriate class of activity and employs, or is, a certified applicator in the relevant class (such as structural).

More information on pesticide management can be found at: <https://www.alberta.ca/pesticide-regulations-and-schedules>

## What is notification?

Notification provides written information to those who may be directly affected by pesticide application. Providing advance notice facilitates thorough preparation of each residence, enhances the likelihood of a successful application, and supports the protection of both human health and the environment. The Environmental Code of Practice for Pesticides sets specific requirements for structural pest control notifications.

## Who must be notified?

Prior to any structural pest control application in a multi-family dwelling, the pesticide applicator or pesticide service registration owner must

CONTINUED >>

## PESTICIDE APPLICATIONS: CONTINUED

### GOVERNMENT OF ALBERTA

be satisfied that notification has occurred to anyone who could be directly affected.

While the building owner or property managers may carry out notification activities operationally, the pesticide applicator or service registration holder must be satisfied that notification has occurred before conducting the application.

#### What must be included in the notification?

Notification must be provided at least 24 hours in advance, unless a shorter period is agreed to, and must include:

- (a) name, address, and telephone number of the pesticide service holder;
- (b) the date of the pesticide application;

(c) preparation procedures for each room in a dwelling;

(d) date and time to vacate the premises

(e) name and Pest Control Products Act registration number of each pesticide being used; and

(f) restricted entry intervals for occupants and clean-up procedures.



## WHAT TO DO WHEN A TENANT REFUSES TO PAY

BY BRIAN SUMMERFELT, PRESIDENT & CEO, AFFINITY CREDIT SOLUTIONS

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

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

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

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

#### How do I make a claim at the RTDRS?

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

A residential landlord can apply for remedies within 2 years from the date the claim or loss first came to the applicant's attention, provided the claim is under \$100,000 (the maximum monetary limit for RTDRS applica-

tions was raised from \$50,000 to \$100,000 effective August 1, 2023). In your application you will be expected to provide an accounting of costs and damages, with evidence (such as photos), as well as cleaning or repair bills to support your claims.

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

It is important to remember that the Dispute Officer may decide to award the judgment in favour of the tenant, in which case the order to pay is issued to the landlord. Samples of prior judgments can be viewed at the RTDRS website.

#### Do I have to serve the tenant?

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

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

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

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

member, Affinity Credit has the ability to report to both Equifax and Transunion.

#### Does an order ensure I will be paid?

Sadly, even if you receive an order to pay in your favour, the biggest challenge can be to collect on it. Enforcement may take years to complete, and sometimes nothing is paid at all.

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

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

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



# RENTAL SCAMS ARE RISING: TIPS FOR SPOTTING AND SAFEGUARDING AGAINST FRAUDULENT ACTIVITY

BY VILER LIKA, FOUNDER AND CEO OF SINGLEKEY

Canada's housing market is having a turbulent year—and residential landlords are feeling the ripple effects. In recent months, property owners have faced rising costs across the board, from maintenance and administration to mortgage renewals at higher rates. At the same time, tenants are being pushed to their financial limits, with many reporting having to make painful trade-offs over which bills their limited income can cover. Recent data from SingleKey shows that the average Canadian renter now spends nearly 40 per cent of their gross income on housing. For landlords, rental payments often cover mortgage obligations or serve as a primary income stream. Even a single missed payment can trigger a cascade of financial strain.

## Why is rental fraud on the rise?

While there's always some level of risk with investments, owning a rental property has historically been seen as a safe, secure way to generate income. The rise in rental frauds today largely stems from the financial burdens more Canadians are feeling due to higher cost of living, low affordability in major city centres, and job insecurity.

Young Canadians, who make up a large portion of renters, are under particular strain. According to Equifax Canada, millennials and Gen Z saw their average non-mortgage debt rise by 2 per cent in Q2 of 2025 compared to the year before. Nearly 1 in 4 renters is under the age of 34. While a single-digit increase may not seem like much, job uncertainty or even unemployment for young workers can severely diminish available cash to cover basic needs, emergencies, existing debts, and housing.

Despite rent prices declining over the last few months, rental prices are near crisis territory and are already there for large city centres. SingleKey's rental application data reveals that the average Canadian tenant spends 37 per cent of their income on rent, well above the recommended 30 per cent threshold. Tenants are paying even more in major cities like Vancouver (37.46%), Calgary (39.76%) and Toronto (41.12%).

## Types of Rental Scams

Whether incidental or deliberate, missed rent payments can pose a huge risk to a landlord's income. Tenants who repeatedly fail to pay their rent end up taking landlords down a long and difficult eviction process, costing the average landlord four to eight months of rental income. Overpayment schemes, on the other hand, are deliberate. They typically involve tenants submitting incorrect banking details or claiming to have overpaid—prompting landlords to issue a refund and prolonging the payment process. In other cases, scammers have sent eTransfer requests designed to look like incoming rent. If a landlord accepts, thinking it's a deposit, the funds are actually withdrawn. While less common, these types of tactics can pose real challenges—especially for landlords managing properties solo or without protective systems in place.

## Mitigating Fraud

Mitigating the risk of rental scams starts when screening for potential tenants. While it might be tempting to combat the risk of scams through more stringent screening processes, holding tenants to the traditional 30 per cent rent-to-income cut-off isn't realistic. In the current economic conditions, tenants will ultimately be putting more income towards rent. With rising vacancies, an overly strict approach not grounded in the realities of the current market can see you miss out on rental income altogether.

While rent-to-income models are an important factor to assess, there are a variety of metrics that can measure a tenant's financial situation and whether they'd be equipped to withstand any additional financial burden.

## Key Metrics for Evaluating a Tenant:

### • Credit Score

Monitor tenant credit scores by looking at the credit rating and the number of inquiries made. Excessive inquiries can indicate a tenant is wary of their own financial standing.

### • Eviction Records

Eviction Records are publicly available data, and they are crucial for determining if a tenant has been evicted before and why.

### • Payment History

In the grand scheme, one missed cell phone payment is not much, but missed car loan payments or repeated missed credit card payments can be an indicator of a higher-risk tenant.

### • Employment History

A snapshot of a tenant's current and past employment to determine if they can consistently generate income to meet payment obligations.

### • Debt-to-Income Ratio

A comparison of a tenant's debt to their income determines whether they are taking on too much debt in their personal finances, making rental payments more challenging to meet on a recurring basis.

## What's the solution?

One of the main reasons why rental scams are so prevalent and impactful is the lack of safeguards and standardized processes within the rental market. For investments like houses and cars, owners are required to have insurance. Rental income should also have "trust infrastructures" in place to reduce risk and increase transparency in the tenant-landlord relationship. Examples include:

- Standardized screening platforms that verify income, credit, and identity data
- Automated rent collection systems that confirm legitimate payments
- Rent guarantee programs that insure the landlord against missed payments

By embracing modern screening practices and adopting trust infrastructures, landlords can move from being reactive to proactive in their approach to filling vacancies. These safeguards aren't about distrusting tenants; they're about creating a fair and transparent process for both parties.

*Viler Lika is the founder and CEO of SingleKey, Canada's leading rental risk intelligence platform.*



## 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.

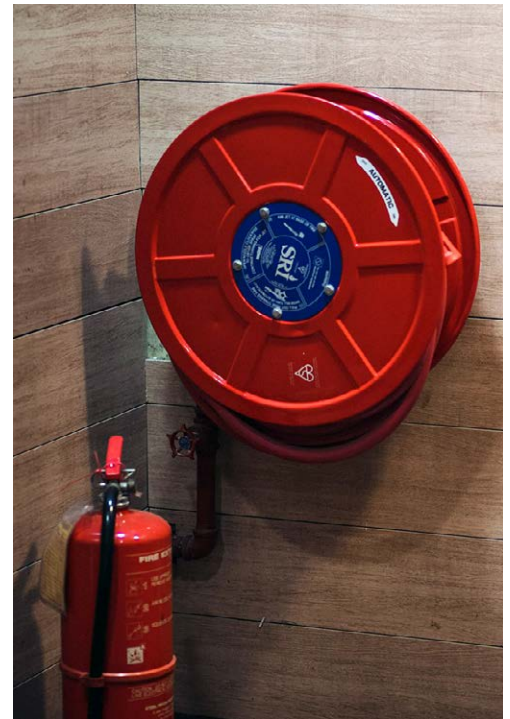
### Maintain your Rental Property

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:

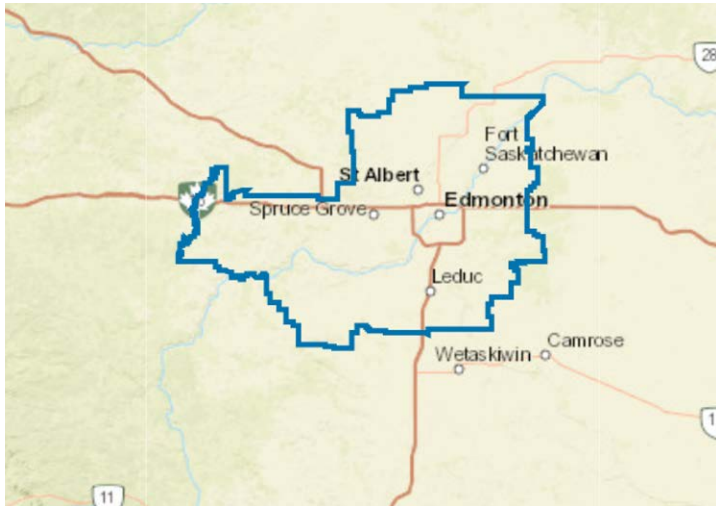
- Structural integrity of common area gates, fences, poles, enclosing walls, etc.
- Year-round pest control surrounding your rental property.
- Make sure you are responding to maintenance requests quickly and providing solutions.

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!



# PRIMARY RENTAL MARKET STATISTICS - EDMONTON



Number of Private Apartment Units				
	Oct-22	Oct-23	Oct-24	Oct-25
<b>Studio</b>	4,282	4,453	4,606	4,813
<b>1 Bedroom</b>	32,737	33,911	35,374	36,974
<b>2 Bedroom</b>	38,163	39,658	41,598	44,471
<b>3 Bedroom +</b>	3,609	3,683	4,217	4,337
<b>Total</b>	78,791	81,705	85,795	90,595

Private Apartment Vacancy Rates (%)				
	Oct-22	Oct-23	Oct-24	Oct-25
<b>Studio</b>	6.0 b	3.9 b	3.2 d	3.5 c
<b>1 Bedroom</b>	5.2 a	3.0 a	3.4 b	3.9 b
<b>2 Bedroom</b>	3.5 a	1.9 a	2.8 a	3.8 b
<b>3 Bedroom +</b>	2.7 a	1.3 a	3.0 c	3.3 c
<b>Total</b>	4.3 a	2.4 a	3.1 b	3.8 b

Private Apartment Average Rents (\$)				
	Oct-22	Oct-23	Oct-24	Oct-25
<b>Studio</b>	904 a	948 a	1,050 a	1,108 a
<b>1 Bedroom</b>	1,071 a	1,134 a	1,237 a	1,301 a
<b>2 Bedroom</b>	1,304 a	1,398 a	1,536 a	1,603 a
<b>3 Bedroom +</b>	1,446 a	1,540 a	1,705 a	1,793 a
<b>Total</b>	1,194 a	1,271 a	1,398 a	1,464 a

Private Apartment Availability Rates (%)				
	Oct-22	Oct-23	Oct-24	Oct-25
<b>Studio</b>	**	**	**	**
<b>1 Bedroom</b>	**	**	**	**
<b>2 Bedroom</b>	**	**	**	**
<b>3 Bedroom +</b>	**	**	**	**
<b>Total</b>	**	**	**	**

Private Apartment Estimate of Percentage Change (%) of Average Rent				
	Oct-22	Oct-23	Oct-24	Oct-25
<b>Studio</b>	1.7 b	5.7 b	7.9 a	4.5 c
<b>1 Bedroom</b>	1.5 a	6.0 a	7.9 a	3.5 b
<b>2 Bedroom</b>	1.6 a	6.4 a	7.0 a	3.5 a
<b>3 Bedroom +</b>	1.7 b	5.8 b	6.8 a	3.6 c
<b>Total</b>	1.5 a	6.3 a	7.2 a	3.5 a

Source: CMHC Rental Market Survey

**Notes:**

The following letter codes are used to indicate the reliability of the estimates:

a – Excellent, b – Very good, c – Good, d – Poor (Use with Caution)

\*\* – Data suppressed to protect confidentiality or data not statistically reliable.

++ – Change in rent is not statistically significant. This means that the change in rent is not statistically different than zero (0). (Applies only to % Change of Average Rent Tables).

The Percentage Change of Average Rent is a measure of the market movement, and is based on those structures that were common to the survey sample for both years.

The information contained in this document is a printable version of information originally contained on CMHC website application <https://www03.cmhc-schl.gc.ca/hmiportal>. CMHC makes considerable effort to ensure that the information and analysis on this application is reliable, but cannot guarantee that it is accurate or complete. The content of the application is general in nature and is not intended as a substitute for professional advice when making significant financial decisions. You understand and agree that by using this document and the information it contains, you will be bound by the terms of use of the CMHC website ([http://cmhc.ca/en/imno/imno\\_003.cfm](http://cmhc.ca/en/imno/imno_003.cfm)), and in particular, you agree that you may not hold CMHC liable for any consequences that arise if you choose to rely on this information and analysis to make a financial decision.





# MEMBER TO MEMBER SERVICE CONTACTS

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

## **310-DUMP**

780-428-3867 daniel.yates@310-dump.com

## **4Rent.ca**

780-984-4902 carolyn@mediaclassified.ca

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

780-982-5687 travis@4wayelectrical.com

## **Abell Pest Control**

780-454-5545 dwadlow@abellgroup.com

## **Action Security Group**

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

## **AEDARSA**

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

## **Affinity Credit Solutions**

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

## **Alarm Tel**

780-850-4525 darryld@alarmtel.ca

## **Alberta Mechanical Solutions Ltd.**

780-209-4822 mike@abmechs.com

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

780-483-9561 office@allreachglass.com

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

780-915-6120 efradsham@allweatherathome.ca

## **Amptec Fire & Security**

780-426-7878 jerry@amptec.ca

## **Apartments.com**

804-572-6270 jle@costargroup.com

## **APOLLO Insurance**

604-358-8649 payables@apollocover.com

## **Ascend Cleaning Services Inc.**

780-667-7263 info@ascendcleaningservices.ca

## **ASCHA**

780-439-6473 irene@ascha.com

## **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

## **Brownlee LLP**

780-428-7308 nbrenneis@brownleelaw.com

## **Canadian Apartment Advisors**

780-905-7652 chris@canadianapartmentadvisors.com

## **CARMA Corp.**

866-836-3837 tdolliver@carmacorp.com

## **Cerkal General Services Ltd.**

780-200-9005 diana@cerkal.ca

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

780-447-1672 phil@cmroofing.ca

## **ClarMak Electrical Services Inc.**

780-504-2453 office@clarmak.ca

## **Claystone Waste Ltd.**

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

## **Cloverdale Paint Inc.**

604-551-8083 dpicariello@cloverdalepaint.com

## **Coinamatic Canada Inc.**

780-786-8388 dposa@coinamatic.com

## **Consolidated Civil Enforcement Inc.**

403-698-8461 amandam@ccebailiff.ca

## **CR Concrete Lifting**

780-940-5976 admin@crconcretelifting.ca

## **Creekside Contracting Services**

780-920-6675 1281215@hotmail.ca

## **Cushman & Wakefield Edmonton**

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

## **CVG Canadian Valuation Group Ltd.**

780-421-4200 garysmith@thecvg.ca

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

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

## **Diamond Parking Services**

587-596-5381 wendy.phanthikane@diamondparking.com

## **Done Rite Fire Protection Inc.**

780-455-0255 max.carriere@drfp.ca

## **Donewell Property Services**

780-292-4958 jared@donewell.ca

## **Dormakaba Canada**

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

## **Double Clean Inc.**

780-919-1524 paul@doubleclean.ca

## **Dryer Vent Scrubbing Summit Fireplaces**

780-819-4527 dryerventscrubbing@gmail.com

## **Ecopest Inc.**

780-448-2661 sameer@ecopest.ca

## **Edmonton Eviction Services**

780-974-8427 don@edmontonevictionservices.com

## **Elite Trade Painting**

587-745-1865 sjanke@elitetradepainting.com

## **Encor by EPCOR**

780-619-5885 mchristianson@epcor.com



# MEMBER TO MEMBER SERVICE CONTACTS

## **Enercare Home and Commercial Services**

437-234-5083 sofia.laftsidis@enercare.ca

## **Enman Construction**

902-315-1313 julee@enmanconstruction.com

## **Entrata Inc.**

781-292-0394 connor.patterson@entrata.com

## **Entuitive**

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

## **Everway Legal Support Inc.**

403-244-4782 billing@everway.ca

## **First General Edmonton**

780-903-0402 tom.bell@firstgeneraledm.ca

## **Fort Sands Construction**

780-699-5532 damour@fortsands.com

## **Fountainhead Mechanical Inc.**

403-702-6900 proposals@fountainheadmech.ca

## **George Spady Society**

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

## **Global Property Inspections**

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

## **GlobalTech Group Ltd.**

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

## **Golden Spike Lumber Sales**

780-962-3160 connorh@getwood.ca

## **Hollen Industries**

780-974-2700 apalmer@hollenindustries.ca

## **Home Depot Pro**

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

## **HomeTECH Windows & Doors**

780-755-0380 info@hometechwindows.ca

## **Hydro-Flo Plumbing and Heating Ltd.**

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

## **ICON Elevator Inc.**

780-919-6529 brendon@iconelevator.ca

## **IDN-Canada**

780-944-0014 bfox@idncanada.ca

## **Ignite Web Design**

780-720-1385 aaron@ignitewebdesign.ca

## **Infinite Plumbing Heating & Drain**

780-782-4441 infiniteplumbing@live.com

## **IPCG Group**

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

## **Iron Shield Roofing**

780-758-7663 cory@ironshieldroofing.com

## **IVIS Inc.**

780-476-2626 ap@ivisinc.com

## **Jayson Global Roofing Inc.**

780-438-0331 ap@jaysonglobal.com

## **Karlen-Kada Integration Inc.**

780-453-1362 daniel@karlenkada.com

## **KRU**

587-991-4620 jeff@mykru.ca

## **L & J Diamond Maintenance AB Inc. (LJDM)**

780-904-6161 inder@ljdmd.ca

## **Lyft Surfaces**

403-680-5986 ryan@lyftsurfaces.ca

## **Maysfield Appliance Repair Ltd.**

780-221-3243 lburns@maysfield.ca

## **MG&S Trade Solutions Inc.**

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

## **Mosaic Home Services Ltd.**

780-235-5599 steven@getmosaic.ca

## **No Water Roofing**

780-902-7510 info@nowaterroofing.ca

## **OAB Reliable Carpet & Furnace Cleaning**

780-720-2007 oabcarpetcare@live.ca

## **Off The Ledge Inc.**

587-873-2020 cody@offtheledge.ca

## **Oliver Plumbing & Heating**

780-454-9397 dylan@oliverplumbing.ca

## **On Side Restoration**

604-293-1596 nbiggar@onside.ca

## **One Call Restoration & Services Inc.**

780-800-4110 info@onecallrestoration.ca

## **Orkin/PCO Services Corp.**

780-483-3070 tbarracough@orkincanada.com

## **OSCO Mudjacking & Construction Ltd.**

780-469-1234 accounts@oscomudjacking.com

## **Paladin Security Group Ltd.**

780-413-9000 kherman@paladinsecurity.com

## **Paneless Property Services**

780-707-8385 contact@panelesswindow.com

## **Paul Davis Restoration**

780-454-4047 ryan.bubenko@pauldavis.com

## **Pop-A-Lock**

780-453-3433 ap@poplock.ca

## **Propra**

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

## **Provident Energy Management**

780-394-0826 jrychlo@pemi.com

## **PURE Restoration**

403-888-1449 robyn@pureresidential.ca

## **Pyramid Concrete & Consulting Ltd.**

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