

## BIG CHANGES COMING SOON TO THE CRRA!

By Nikki Petrowitz

The CRRA has been busy behind the scenes! Starting in the late spring of 2020, the CRRA staff has been working with Fresh Focus Media, a Calgary-based multi-media company, to enhance your online experience with your association.

### New Logo and Branding

The Calgary Residential Rental Association has gone unofficially by its acronym in some settings, like the website URL and staff emails, but we're known to the public by our full name. We've wanted to switch to the sole use of the acronym – CRRA – to help brand ourselves in the public eye; but, we will still be the same Calgary Residential Rental Association, only with a quicker and easier to identify name.

In doing this, we have also upgraded the association's logo and branding! Our new logo represents the four areas of membership working together to make a whole – and given the comradery and respect our members have for one another, we felt it very fitting.



### Membership

From 2011 to present, we have had three areas of membership (Owner & Manager Members, Service Members, and Not for Profit Members) represented by the three colours in the previous logo. We're very excited to announce that we've now included Property Management membership to the CRRA! The colors in our new logo now represent each of the four membership areas.

These four areas of membership, and their updated definitions, include:

#### 1. Owner & Manager members

Individuals or companies who own and manage their own residential rental portfolios.

#### 2. Property Management members

Property management companies or individuals who are licensed with RECA and who manage residential rental units on behalf of a third-party.

#### 3. Not for Profit members

Social housing agencies and housing location services that provide support and/or assistance for their clients and do not have any rental housing units in their portfolio.

#### 4. Service Members

Individuals or companies who provide a product or service in support of the residential rental industry.

### Upgraded Website

Along with the changes to our membership areas and branding, we have also worked with Fresh Focus Media to bring the CRRA online experience to a whole new level!

Cleaner and easier to navigate, our upgraded website will provide you with the most important information first. Our Event Calendar is now featured prominently on the Home Page making it simpler to register for upcoming events. Our NewsBoard will make it easier to see what's new at the CRRA and the rental industry as a whole, and with the new tagging system, searching for a specific article will be made easy!

Once you've logged in, the experience gets even better - we've combined our Service Member Directory with the Exclusive Rewards! You'll now be able to see which CRRA Service Members offer exclusive discounts to the CRRA Membership.



# President's Message

**Brenda Blaney**

COVID-19 continues to have an effect on our daily lives and all of our activities. I hope everyone has managed to stay safe and healthy during this Pandemic. Members will likely notice some changes to CRRA events and activities as a result of government rules. We will continue to respect the regulations that have been put in place for the protection of Albertans, while still providing great service.

On September 9th we celebrated our 27th Golf Tournament Anniversary. The weather was nice, the turnout was very good and everyone had fun. I would like to take this opportunity to thank all our sponsors for their generosity in helping to make this year's event so successful.

We recently completed another "Successful Site Management" course. This time it was different. The course was online and live, in real time. Going forward from now on all of these courses will be held online. This is an awesome property management course and it is one of two courses required to obtain the internationally recognized designation "Accredited Residential Manager (ARM)" through the Real Estate Institute of Canada (REIC). The other required course is the two day "Ethics and Business Practice" and it is also offered online through REIC.

CMHC is collecting information for their **Fall 2020 Rental Market Report**. Please help by sharing accurate and complete information with CMHC when they contact you. As you are aware, this is the only detailed rental housing report that is available for our members. Once the report is complete and CMHC makes it available, we will post it on our website and notify you so you can read it.

Last but not least, the **2021 Trade Show will be held on Tuesday, March 9th at the Best Western Premier Calgary Plaza Hotel & Conference Centre** (formerly the Coast Plaza Hotel) located 1316 - 33 St NE, Calgary. So, mark this date in your calendar. Several booths have already been sold and the upcoming October 'Spooktacular' trade show sale will offer tremendous savings to members.

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# Executive Director's Report

**Gerry Baxter**

## It is Time To Renew Your Membership!

Membership renewal notices for 2021 are now being sent out and we are encouraging everyone to renew early. Please do so as soon as possible – and before the end of the year. If you don't you won't be able to access the member benefits on the CRRA website. You will then have to pay non-member prices to attend seminars, luncheons, courses, and events. And if you use Rent Check Credit Bureau for your credit checks, you won't be able to access the CRRA member discount they offer, and your cost will increase significantly.

## Trade Show "Spooktacular" Sale

The 2021 Trade Show "Spooktacular" sale is now on! This special sale lasts for the month of October and it offers members significant savings when you purchase the combined package which includes the 2021 membership, trade show booth, and trade show sponsorship. Once this special offering has ended members will be able to purchase their membership and trade show booth through the rest of this year and early next year at regular prices. So, book in October and save money.

## Question to the Membership

### Can You Help Us?

We are already beginning to plan the 2020 Trade Show. As you know we host a breakfast and luncheon, both with a keynote speaker who shares information of interest to our members. We also offer a seminar that begins immediately following the end of the Trade Show.

If you have any thoughts, ideas or suggestions of speakers and topics you would like to hear, please let me know. Just send me an email ASAP: [gerry@crra.ca](mailto:gerry@crra.ca)

## RTA Course

As a result of the cancellation of our April and June RTA Courses due to COVID 19, and for the convenience of members, we have added additional RTA Courses for this fall.

This 2-day RTA course is now available in October, November and December on the following dates. Each will be held in the Heritage Room at the Hotel Blackfoot on:

<b>October</b>	<b>8 &amp; 23</b>
<b>November</b>	<b>13 &amp; 20</b>
<b>December</b>	<b>4 &amp; 11</b>

Registration Forms are available on the CRRA website at [www.crca.ca](http://www.crca.ca) or you call the CRRA office at 403-265-6055. The course fills quickly, so register early.

## Education

The CRRA has a mandate to provide quality educational seminars, luncheons and courses. To help us meet the needs of members we have an Education Committee, consisting of owners, property managers and service members. For the past 20 years many members have volunteered their time to help us plan an exceptional education experience for the benefit of all members. Our Education Committee has done an outstanding job over the years and I want to thank each and every person who has worked with us. We would not be as successful as we have been were it not for the people who generously donate their time to be a part of this very important committee.

We have a number of excellent seminars and luncheons coming up this fall and I encourage you to take advantage of them.

## 2020 Property Taxes

Sadly, and with a great deal of anger, I must report that the majority of City Council, with the exception of a few, ignored requests to meet with the CRRA or assist in any way to reduce the unconscionable property taxes increases that they slammed the multi-residential sector with.

I want to thank those member who joined us on the steps of City Hall on July 25th and all of you who took the time to write to the Mayor and the Councillors. It's disappointing to believe that elected representatives would not take the time to engage with you.



Perhaps you can return the favor to City Council next year at election time. You can express your feeling with your vote. Share your experience and your feelings with family, friends, colleagues, and tenants. Encourage them to make their feelings known at the ballot box next year as well. Let Council know you have had enough of their taxes and you are not an ATM machine.

In the meantime, I encourage all members to meet with the City Assessment department during the pre-roll consultation that will likely occur in October & November 2020. This will give you an opportunity in a more informal setting to discuss any concerns you may have about your 2021 assessment.



# Condominium Bylaws & Rules: 5 Things To Know

By Judy Feng

On January 1, 2020, revised condominium governance regulations came into effect in Alberta. This article is part of a multi-part article series on Alberta's new condominium regulations. This article provides a quick summary of the top 5 things you need to know about bylaws and rules.

## 1 Schedule 4 for default bylaws

When a condominium plan is registered, the default bylaws in the Condominium Property Regulation apply to the corporation. These bylaws will remain in force until they are repealed or replaced by special resolution.

With the new condominium governance regulations now in effect, the default bylaws are now Schedule 4 of the Regulation and not the previous appendix I. This means that if your condominium corporation has default bylaws in place as of January 1, 2020, the corporation is governed by the new schedule 4 bylaws and not the old appendix I.

Tip: Not many condominium corporations are governed by the default bylaws as most condominium corporations have already repealed or replaced their default bylaws. If you are not sure about which bylaws apply to your condominium corporation, you should check your Condominium Additional Plan Sheet.

## 2 Timeframe for changing conflicting bylaws

Condominium corporations can change any conflicting bylaws to conform to the Condominium Property Act and Regulation by ordinary resolution within one year after January 1, 2020. This means if your condominium corporation wants to change any bylaws that conflict with the Condominium Property Act and Regulation, it has until January 1, 2021 to do so by ordinary resolution. In other situations such as adding new bylaws or changing non-conflicting bylaws, your condominium corporation can only amend, repeal or replace the bylaws by special resolution.

Tip: an ordinary resolution requires a majority vote from people, representing more than 50% of the total unit factors. A special resolution requires approval of at least 75% of people entitled to vote and representing at least 75% of total unit factors.

## 3 More restrictions on sanctions for bylaw breaches

Condominium corporations can impose monetary sanctions on owners, tenants or occupants as long as it's authorized by the Condominium Property Act, the regulations or the bylaws. Monetary sanctions cannot exceed the maximum restrictions set out in the Condominium Property Regulation, which are now:

- \$500 (or a lower amount set out in the condominium's bylaws) for first time bylaw breaches
- \$1000 (or a lower amount set out in the condominium's bylaws) for second and subsequent instances of bylaw non-compliance

There are also further restrictions on sanctions. For example, a sanction cannot be imposed if:

- it prohibits or restricts the devolution of units or any transfer, lease, mortgage or other dealing with the units or
- destroys or modifies any easement implied/created by the Condominium Property Act

## 4 Notices for sanctions

The Condominium Property Regulation now has guidance on issuing notices for sanctions. For example, a condominium corporation can serve a notice of proposed sanction before it imposes a sanction for breaching a bylaw. The notice must contain certain information such as:

- Unit number
- Name of person subject to the sanction
- Bylaw not complied with
- Date and time of non-compliance
- Relevant information on the non-compliance
- Maximum monetary sanction for non-compliance
- Description of corrective or other action that must be taken
- Deadline for taking required actions or providing a written response, which must be at least 3 days (excluding holidays) after service of the notification.

If the deadline passes in the notice of proposed sanction and there hasn't been a satisfactory response or actions taken, then the corporation can impose the sanction and issue another notice of sanction. Like notices of proposed sanctions, notices of sanctions must contain certain information such as:

- For monetary penalties: the amount, instructions and deadline for payment
- For non-monetary penalties: the description, date and time at which the penalty comes into effect
- Reasons for issuing the sanction
- Date of the board resolution approving the sanction

There is also clarity on how to serve notices of sanctions (for instance, they can be served electronically) and when service is considered effective.

*continued on next page...*

## 5 More rules for rules

Rules are now explicitly addressed under the Condominium Property Amendment Act and Condominium Property Regulation, for example:

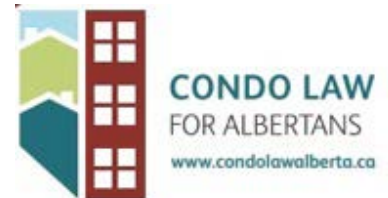
- The condominium board can make, amend or repeal rules by resolution
- Rules can cover procedures used in administering the corporation, as well as the corporation’s real, personal, common and managed property
- Condominium rules cannot restrict the use of units
- Condominium corporations cannot impose sanctions for breaches of rules despite bylaws that say otherwise
- Rules can be changed through ordinary resolution

Another important “rule” for rules is the requirement for notification of new rules. Before a new rule comes into effect, the condominium corporation now must give at least 30 days written notice to anyone living in the development (for example, owners and tenants) or posted in common areas where all owners/occupants have access to. The notice must also be served to owners who do not live in the development. New rules also do not come into effect until 30 days after all written notices of the new rules has been provided or served.

**Tip:** There are limited situations where a condominium corporation can implement rules that come into effect immediately upon written notice – for example, if the rule addresses a safety/security concern or emergency and stops when the concern or emergency no longer exists.

To learn about the latest changes to Alberta’s Condominium Property Act and Regulation, go to our website: [www.condolawalberta.ca](http://www.condolawalberta.ca).

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# DESIGN TIPS TO INCREASE NATURAL LIGHT IN YOUR HOME

Natural light is essential for our mental health and well-being. It can have an uplifting effect on mood, productivity, comfort, and provide the mental and visual stimulation necessary to regulate human circadian rhythms {1}. As the majority of us are spending more time indoors, we wanted to share some easy tips and tricks you can do to optimize the amount of natural light that filters into your home.

## Window Coverings

The more light you can get into your home, the better. One way to maximize natural light is to lighten up your windows. Sticking with sheer or lightly woven curtains or shades will ensure you get lots of natural light filtering into your home without compromising your privacy. You can also layer your window treatments, if you want to keep light out to get a better night's sleep, but brighten your room during the day. We suggest hanging the sheer or lightweight curtains closest to the windows and the heavier drapes behind.



## Clean Your Windows

This may be obvious, but dirty windows can keep light from shining into your home. Although window washing might not be on your top list of fun chores to do, it's essential for improving the natural light in your home.

### Streak-free glass cleaner recipe:

- ¼ cup white or apple cider vinegar
- ¼ cup rubbing alcohol
- 1 tablespoon cornstarch
- 2 cups of water
- 10 drops essential oil (lavender, lemon, or orange)

Mix the solution together and put in a spray bottle. Spray the glass then wipe away dirt and grime.

## Mirrors

Did you know mirrors can be used to bounce light around a room?

It's true, a well positioned mirror can make a dark and dim home that much brighter. If you have a mirror in your home, try this trick:



Hang a mirror on your wall next to a window, this will make it look as though your home has two adjacent windows. The window will be reflected in the mirror, tricking the eye. If you hang the mirror on the wall across from the window, the light from the window will bounce off of it, magnifying the natural light.

## Metallic Objects

Metallics can be a great way to brighten up a dark and dreary space. Try incorporating shimmery gold or silver accessories into your home. This simple addition of a metallic mirror, light fixture, piece of art, or even a decorative object has a way of reflecting light and could be a great way to brighten up your room.

## Light Colours

Introducing lighter colors to your walls can either be done with soft shades of white paint, or with a lighter colored wallpaper. If you're not looking to change your wall color try incorporating lighter pieces into the room like a white area rug, sheer drapes, lighter furniture or even lighter art pieces. This will help create a clean and crisp brightening effect to the room.



Research supports daylighting's positive effect on building performance and human health.

*1} The Benefits of Natural Light, by A-L Kevin Van Den Wymelenberg*

*This article was provided by Sonata Window Fashions.  
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# BIG CHANGES COMING...

continued from Front Page.

We will also soon be adding a Members Only Online Resource Centre – the CRRA staff will still be available to help you, but we're also going to give you the option to explore Frequently Asked Questions and more information about the Residential Tenancies Act of Alberta and the best business practices you can use as a landlord.

As we move forward, we'll be adding additional features to make your online experience with the CRRA as simple as calling into the office.

## Enhanced Member Portal

The new online Member Portal is your own personal office with the CRRA. You can access your receipts for purchases made when tax season is here and register for events and courses with ease. As the Main Contact for your membership, you can add or remove additional contacts as your employee/contact list changes. Among other features that will become available in the future, you'll also be able to access Online Forms.....

## Online Forms

Yes, you read that right – online forms will be available on our new online platform. This is a Members Only exclusive, and it allows you to access, fill out and email all three of our Leasing Forms and all nine of our Landlord Notices. We will still have hard copies of our leasing forms and notices for sale in our office for members who prefer this format.

*We're very excited to bring the CRRA into the digital age, and we hope you're just as eager to join us on the journey!*



# 2021 MEMBERSHIP RENEWAL

The 2021 Membership Renewal notices will be sent to all members in late September, 2020.

I encourage you to renew your membership for 2021 as soon as possible.

Your support is essential so we can continue to effectively represent you.

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# CRRA 27<sup>TH</sup> ANNUAL GOLF EXTRAVAGANZA

The CRRA's 27th Annual Golf Tournament was held at the McKenzie Meadows Golf Club on Wednesday, September 9th. This year the COVID-19 Pandemic resulted in some changes to our tournament from what we have known in previous years .

We want to recognize and thank **Avenue Living** for being our Tournament **Platinum Sponsor**.

And we want to recognize and thank **Fountainhead Mechanical** for being our Tournament **Gold Sponsor**.

Thanks to their generosity every golfer had a delicious breakfast to start the day off; and later everyone enjoyed a fine dinner to wind up a fun-filled day on the course.

When golfers arrived and registered they were provided with a face mask and a bottle of water donated by **FirstService Residential**, and hand sanitizer donated by **OakTree Carpets and Flooring and Torlys**.

After registering, many golfers decided to warm up and hone their skills as they headed over to the Driving Range, which was sponsored by **SERV-IT Tenant Default Services**.

We had an early start with golfers teeing off just before 10:00 a.m. The weather cooperated again this year and it turned out to be an ideal day for golf - sunny and very warm. There was a lot of activity throughout the day on the course as several of our members had some event at the tee or green they sponsored and this added to the fun.

This year there was one giant raffle prize which consisted of a large number of items, valued at approximately \$4,500 donated by many of our members. See these sponsors in this article.

The CRRA Board of Directors is thankful for the generosity and support of all our sponsors. The Board also appreciates the prizes donated by our members. Our sponsors add a lot of value and enjoyment to our golf tournament and this really helps make our tournament a great success.

A big thank you to our volunteers and staff who ensured everyone had a good time.



*Giant Raffle Prize Winners – Calgary Heritage Housing*

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## CAPS OFF TO OUR STAFF & VOLUNTEERS

**Sarah Harrison, Nikki Petrowitz,  
Jordan Debarros – CRRA**

**Cheryl Krug – Shelter Canadian Properties  
Joan Penney – Coinmatic**



*1st Place Team – ExactET*



*The Altus & People's Trust Team*



*2nd Place Team – Demaks Development*



*The Astoria and Blinds 2000 Ladies Team*



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*Ladies Long Drive – Heather Milne*



*Men's Long Drive – Brett Malencia*



*Men's Closest to the Pin – Yubo Kim*



*Ladies Closest to the Pin – Karen Crossley*



# 27<sup>TH</sup> ANNUAL GOLF TOURNAMENT

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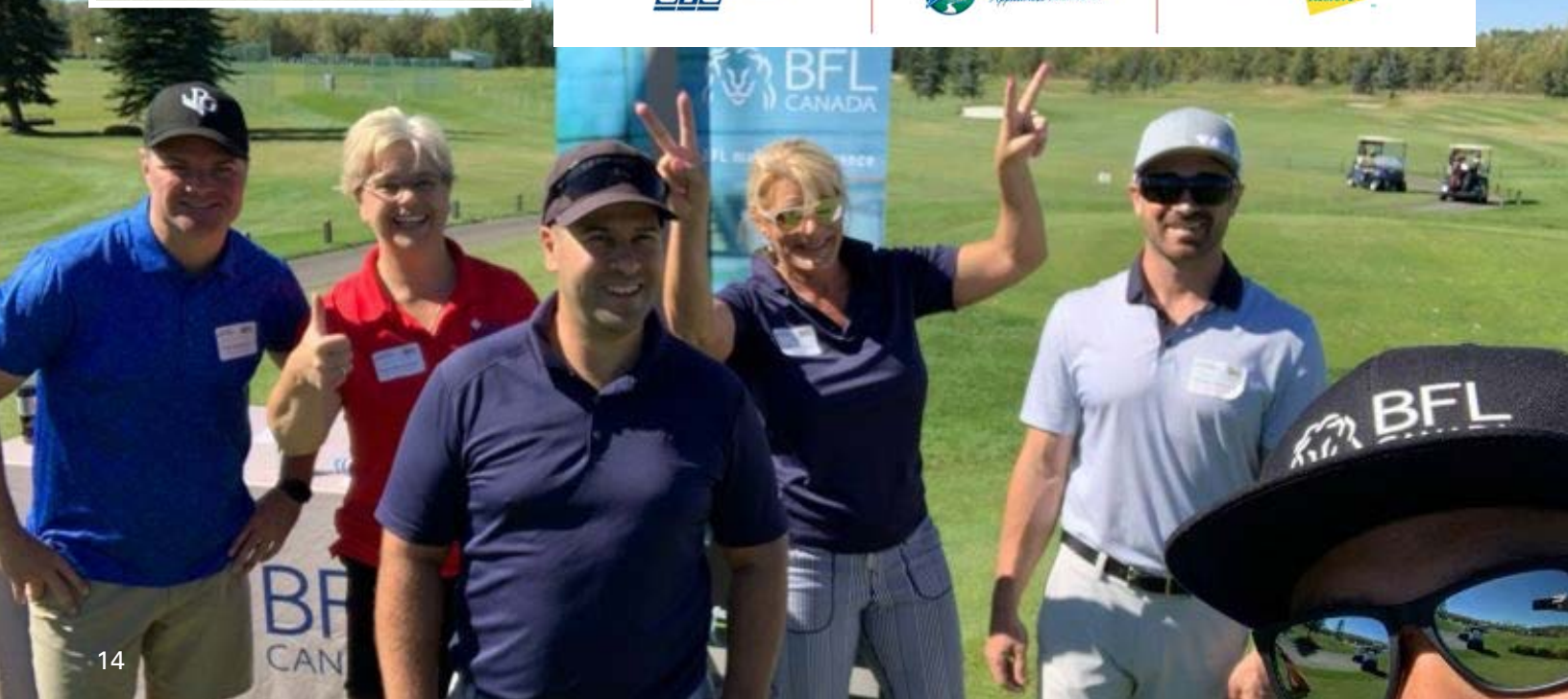
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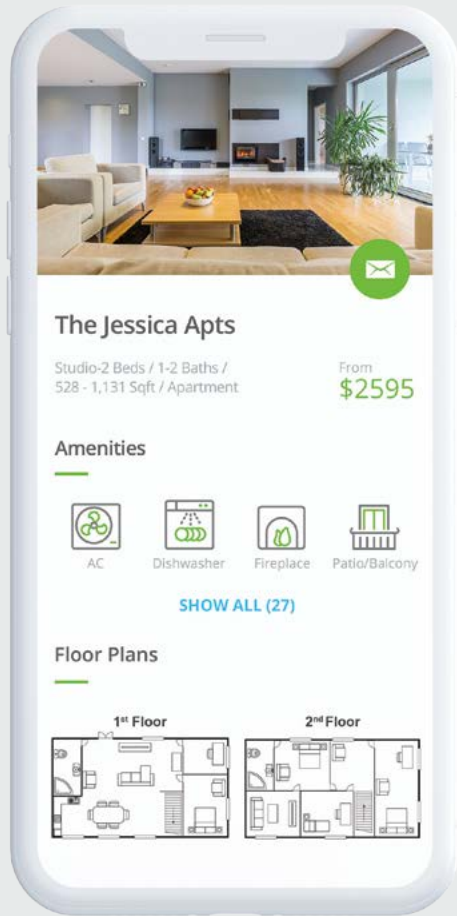
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# The ABCs of Window & Door Maintenance Before Winter

By Simon Rolland

If, like the grasshopper, we played all summer long, when fall arrives, we have to get to work and prepare our homes for the cold season. In order to prevent unpleasant surprises and unexpected repairs, it is recommended to maintain and inspect namely the gutters, the roof, the air exchange system and the chimney, among others. Let us also mention, the often-forgotten doors and windows.

## ARE YOUR WINDOWS AIRTIGHT?

Did you know that windows and doors can be responsible for up to 25% of heat loss in your house? This results in an increase of your electricity bill caused by the fact that your heating system will be working harder to compensate. Improperly sealed windows will not only let cold air in, but will also become vulnerable to water infiltrations.

### How to make sure your windows are fully sealed:

- Check for any sign of damage (rot, mold, stains, etc.)
- Check the caulking joints (cracks, crevices, disbanding, flaking, etc.)
- Notice if there are traces of condensation on the windows or if the windows are foggy

Inspecting your doors and windows' components twice a year will allow you to detect and repair any anomalies, extending their durability thus thwarting the major cost of a complete window replacement project.

## THE 3 ITEMS ON YOUR CHECKLIST

### CAULKING

It is recommended to reapply caulking to your doors and windows 1-2 times a year, normally in fall and in spring. The seal is applied during the windows' initial installation but can be damaged or deteriorate with normal wear and tear or environmental causes. A cracked, dried out or disbanded seal must be replaced. It is highly recommended to have the work done by a professional to ensure an optimal installation. Should you choose the Do It Yourself (DIY) way, you will find many silicone-based sealers at the hardware store. Be advised: select an outdoor product if you are applying outdoors and an indoor product if you are applying indoors. Yes! There is a difference! Ask a store associate for instructions on how to properly apply the product, otherwise, you may be risking air or water infiltrations.

### WEATHER-STRIPPING

The weather-stripping around the window frame reduces risks of air leaks and allows for better insulation. Be sure to purchase the right product for your window's make and model. Be aware! There are many brands on the market; you should make an informed choice. When in doubt, check with your window's manufacturer. Know that badly installed weather-stripping could affect your windows' performance.

Therefore, it is important to periodically check the weather-stripping and evaluate its deterioration.

Regular maintenance will allow:

- Savings on energy and heating costs
- Lower noise levels coming from outside
- Improve your comfort inside your home
- Reduce the risk of frost in your windows

## PARTS AND HARDWARE

Adequate maintenance of your doors and windows' mechanisms helps to ensure better performance and airtightness. It is possible that over time and with normal wear and tear, the mechanisms can become more difficult to handle. It is recommended to check the level of deterioration and proper functioning of the window mechanisms at least once a year.

How to maintain your doors and windows' hardware in top condition:

- Never force the mechanism, this will cause the gears to break
- Use the window lock to close the window airtight
- If you notice light friction upon opening or closing, apply a silicone based lubricant
- It is recommended to apply the silicone based lubricant at every change of season

Thousands of windows and doors are sent to the landfills every year. Regular maintenance and prolonging their lifespan are not only an environmentally conscious but also a cost-effective solution.

*This article was provided by Simon Rolland of Basco Defogging Calgary. Simon can be reached at 587-538-1199 or by email at: basco\_calgaryse@bascodefogging.com*



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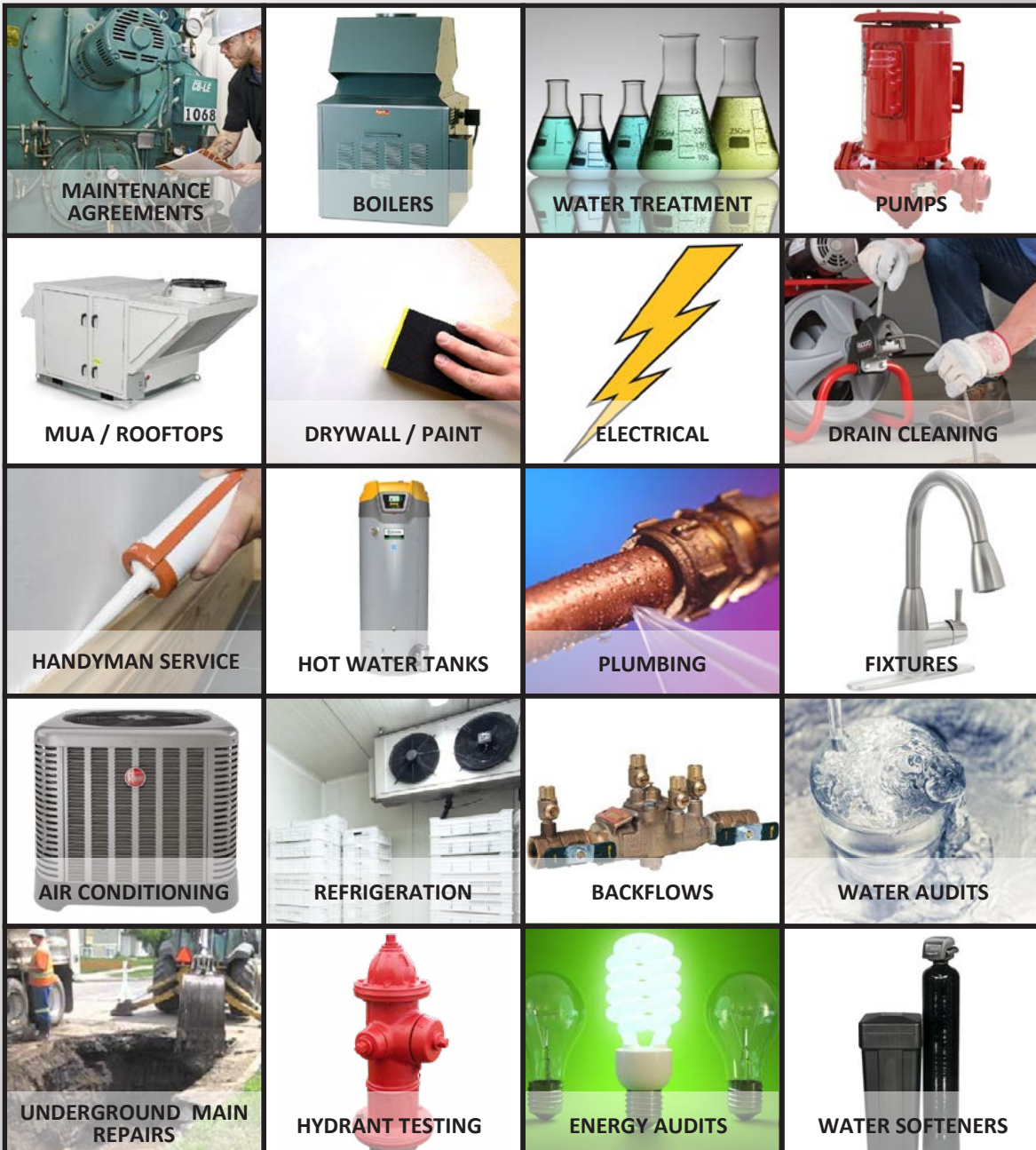
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# Simple Ways To Organize Your Receipts

Does the thought of organizing your receipts fill you with dread?

We get it. It can seem overwhelming to keep track of your receipts on top of the demands of running your own business.

It may not be at the top of your list, but if you're self-employed or a small business owner **you are required by law to keep a record of your transactions**. If you keep good records, you will avoid Canada Revenue Agency (CRA) fines in the event of an audit.

Plus, putting in the work now means you'll save time when it comes to filing your taxes.

We're all about making tax season as easy as possible, so we've outlined several tips and tricks to help you keep on top of those records.

## Use a Business Account and Credit Card

It's easy to lose track of cash transactions. Instead, use a credit card or debit card to cross-check your receipts. It's a good idea to have a separate business account and credit card so you don't mix personal and business expenses. As a bonus, if all transactions are business related, you can claim any associated expenses with that card or account. For example, the annual fee on a points card, or the interest from a balance carried from one month to the next, can be claimed if all transactions are business related.

## Save Your Receipts

The CRA won't accept your bank or credit card statements to justify deductible business expenses - you need an itemized receipt that corresponds with the transaction. The CRA calls these itemized receipts "source documents." Hang on to those receipts for at least six years after your last Notice

of Assessment, which is as far back as the CRA will ask to see them in the event of an audit. You can keep the physical receipts or digital copies.

## Spend Time Reviewing Your Receipts Once a Month

Bryon Spence, FBC's Western Business Development Manager, recommends sitting down for 30 minutes every month to review and categorize your receipts. This keeps things manageable as the year progresses and keeps you on top of your spending, so you don't miss out on any tax deductions. He advises small business owners to purchase an accordion folder every year to house all business receipts. These inexpensive folders are easy to obtain and allow you to organize your receipts by category and year, so finding a specific receipt is a snap in the future.

## Make notes on the back of receipts

For meal and entertainment receipts, write who you met with and the purpose of the meeting on the back of the receipt right after the meeting. That way you're not struggling to remember details later. You can deduct 50 per cent of your total meal and entertainment expenses for business purposes.

## Back up your receipts

Since receipts tend to fade with time, we recommend you keep a digital copy of each receipt. A good practice is to snap a picture of each receipt on your phone which you can upload to a central location later.

*This article was provided by Bryon Spence of FBC.*

*Bryon can be reached at 403-735-6105 or by email at [bspence@fbc.ca](mailto:bspence@fbc.ca)*

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