



CRRA

Calgary Residential Rental Association

Rental Review

SPRING 2021

4653 Macleod Trail S.W., Calgary, Alberta T2G 0A6
Tel: (403) 265-6055 • Fax: (403) 265-9696 • www.CRRA.ca



YOU ASKED! WE LISTENED! THE CRRA'S NEW MEMBERSHIP PORTAL

By
Nikki Petrowitz

As many of you have already seen, we've made some changes; most visibly are the CRRA's website homepage and dynamic, new logo. But behind the scenes, where our members have yet to see, we have been working to provide the very things the membership has been asking for. This is your place to network, purchase forms, and organize all your documents for your business – this is your **Membership Portal!**

Digital Forms

We're very excited for Digital forms and so are our Members! This is the most anticipated feature, and it was also the catalyst for the CRRA's entire digital upgrade. The Digital Forms will be available to current CRRA Members exclusively later this spring.

Once they are launched, it will be as simple as logging in, buying a Form Token, and choosing the Leasing Form or Notice of your choice. You can fill it out online and print it – it's as easy as that!

The Form Tokens can be purchased in bulk or one at a time (1 token = 1 Form or Notice) and remain in your Membership Portal while your membership remains valid or until you use them. The filled-out Leasing Forms and Notices that you create are saved in your Membership Portal so you can access them for future reference.

When we launch this new feature, we will be giving every main contact for your

membership, a token as a gesture of thanks! Hard copy Leasing Forms and Notices will still be available for purchase from our office either via pre-order or at the door.

Resource Library

For our Owner and Managers, one of the key points of membership is support and resources, and we wanted to take that a step further! Later this spring, we'll be launching our Resource Library – your online resource for your landlord business.

Access will be reserved exclusively for current CRRA Members, and each month, more content will be added. You'll be able to save important articles to your Favourites folder, as well as make requests for upcoming content.

Information to help you make informed decisions in your business will be conveniently at your fingertips, 24 hours a day, seven days a week.



...continued on page 17



President's Message

Brenda Blaney

This year is starting out similar to 2020. We are still in the grips of COVID-19 and it has been a roller coaster ride. Government ordered restrictions continue to have an impact on the Association and its day to day activities. The office remains closed to the public, but thankfully our staff have been able to keep our operations going.

We were able to hold our Annual General meeting on February 18th. This is the first time we have ever done this virtually. It is also the first time we hosted our AGM as a separate event where it was not included as part of the luncheon. I want to thank all of the members who joined us for the AGM and for your support. We were able to elect our Board of Directors for the coming year. I would like to personally welcome four newly elected Board members: Lisa Russell from Boardwalk Rental Communities, Kimberly Leriger from QuadReal Property Group, Marlys Jordan from Calgary Heritage Housing, and Josh Weber from Altus Group. Please see the complete list of Board Members on page three of this newsletter.

I was pleased to acknowledge and thank our retiring Board members for their significant contribution for the Association: Louise Fisher, Joan Montgomery, Kelly O'Connor, and Chris Smith.

It seems strange not having our annual Trade Show in March. But, due to COVID-19 and government restrictions, we moved it to the fall of this year. It is now scheduled to be held on October 19th at the Best Western Hotel where it has been held for the past several years. We are lining up some good speakers and topics and we are hoping this will be an in-person event. By that time everyone wanting to be vaccinated should have had their shot. We will keep you posted.

COVID-19 has also forced us to reschedule our Awards Gala to November 4th at the Carriage House Inn.

We certainly miss being able to get together each month at the Hotel Blackfoot. We will continue to bring you excellent topics and speakers as we host morning seminars and noon-hour presentations virtually. Please join us each month from the comfort of your home or office.

We are also hosting the Residential Tenancies in Alberta (RTA) Course virtually and will continue to do so for the foreseeable future.

Stay safe and stay healthy!



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Executive Director's Report

Gerry Baxter

COVID-19 continues to take its toll on the Association - from membership, to form sales to our monthly get together and major events. Every aspect of the business has been touched and continues to be affected by the pandemic.

Membership Renewal

If you haven't already done so, it's not too late to renew your membership for 2021.

There are still some of our 2020 members who have not yet renewed their membership. I encourage you to do so as soon as possible so you can continue to enjoy all of the benefits that being a member brings to you and your business.

We continue to advocate on behalf of our members, so your support is important and necessary. The work we do on your behalf with government is absolutely critical to the success of your business, whether you own one unit or have thousands of units. A large, strong and vocal association is necessary to represent your interests.

We also assist our members when they have questions about or problems in a tenancy. The networking opportunities and resources available through the Association are all intended to help you in your business.

While the office is not open to the public, CRRA staff are here to help. Forms are still available for purchase. Just call the office and you can come pick them up or you can arrange for a courier to have them delivered to you. If you have any questions you can call us, we are here to help.

RTA Course

The 2-day Residential Tenancies in Alberta (RTA) Course continues to be very popular with members. More than 1600 people have taken the course since it was first offered. The course focuses on the Residential Tenancies Act, how to apply it to your business and best practices.

We are now able to host this course virtually. In fact, we held the first virtual RTA Course in February and a second one just concluded in March. The feedback has been very good.

You can register online at www.CRRA.ca or by contacting the CRRA office at 403-265-6055.

Please see our online event calendar for future course dates.

CRRA Board of Directors For the Year 2021

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RTA COURSE FOR LANDLORDS!

This 2 Part, 2 Day Course.... benefits Owners of large and small properties, Property Managers, Resident and Site Staff

- April 16th & 23rd, 2021
- June 4th & 11th, 2021
- September 10th & 17th, 2021
- October 15th & 22nd, 2021
- November 19th & 26th, 2021

See page 9 for details

How to write an effective Rental Listing Advertisement

By Emerald Management & Realty Ltd.

An effective real estate rental listing attracts attention — the attention of the type of tenant you are looking for.

What's more is that an effective listing, as a consequence, should help you quickly rent the house or apartment in question.

So, how do you write an effective rental listing advert to create some "noise" in the market? To stand out from others?

You'll want to accentuate the positives about the property, but also carefully choose the right words to ensure it appeals to your client base. To write great ads and list effectively, follow these great tips. You should be pleased with the responses you get from your future ads.

Know Which Market Sector You Are Targeting

Is the property likely to be suitable for young urban professionals to rent? Or is it ideal for singles or perhaps older, possibly retired couples? It may be close to a medical teaching university or college and therefore be likely to attract medical professionals and/or their students.

Also, what are the demographics of the area in which the property is located? Are they stable or likely to change (e.g. is the area relatively run-down but undergoing a rejuvenation and attracting a new demographic)?

Know Your Neighborhood: What are its Main Attractions?

Discuss proximity to good local, essential shopping (grocery stores, bakeries, pharmacies), restaurants, cafes and great public transport links (such as bus lines, subways or closeness to highways for travel).

What about the availability of public amenities such as parks, museums and libraries? And, of course, what can be observed about overall security and crime levels? Be sure to mention any details about nearby locations, landmarks and reputations for overall local safety.

Be Well-Versed in the Factual Details About the Property

Be sure to mention important details, such as how many square meters make up the property's size (only if you are 100% certain), whether it comes with/without balcony or terraces, how many bedrooms it has or what the general layout is like. Is the kitchen large or small or does the bathroom come with a shower or bath (or both)? If this is for an apartment, does it come with secure parking options? If it's for a house, what is the garden like (e.g. is big or small and can it be easily maintained)?

Make the Property Sound Great — Be Creative and Descriptive

Is the property light and airy, with a nice aspect to catch the morning/afternoon sun? Are there large windows or good ceiling heights? Does the property come equipped with well-proportioned accommodation or plenty of storage space?

If this is for an apartment to rent, does the main living space have a view? Or if it's for a house rental, how many stories does it have and does it come with/without a basement?

Photos and Videos

As we all know, there is an art to photography — but even getting the basics right can make a property listing so much better.

If at all possible, we suggest using a mid-priced SLR (if you are doing the photography yourself) or the new cameras in the latest cell phones. Or, if you have the means, it's even better to hire a professional photographer to take some quality shots that'll truly capture the appeal of the space.

Explore the angles when taking shots and see which works the best (usually from the corner of a room). Always look for the best light to enhance your photos. Usually, the ideal time is early morning or late afternoon for suitable light.

An additional pro-tip is to make sure you avoid photos of cluttered rooms or unmade beds, as this doesn't offer the best look. Worst of all, definitely don't show toilets with their seats up! These are some simple, but important things to remember when trying to get some nice shots for your listing.

Nowadays, it's also easy to arrange videos — and most clients like to view these to get a better idea of a property before viewing. It can be even better if you have a 360-degree camera that can help produce virtual images and let prospects "walk" through the property without physically visiting it. These can save the agent a great deal of time (not to mention that they've provided an additional safety measure for property viewings in light of COVID-19).

The real skill, of course, is selecting the right information to entice the reader to want to view the property. Yet, if you follow our tips, you'll soon be an expert listing advert writer!

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This article was provided by Emerald Management & Realty Ltd. They can be reached at: 403-237-8600; or, on their website: www.emeraldmanagement.com

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Assistance and Support Animals

What you should know as a landlord By Judy Feng, JD

EDITOR'S NOTES

This article first appeared in the January 2019 issue of the Rental Review. The CRRRA office has received several calls about this matter and we felt it would be appropriate to feature it again.

Since this article was first published, the City of Calgary has amended the Responsible Pet Ownership Bylaw to include emotional support animals.

See Section 27.2 at 23M2006 - Responsible Pet Ownership - Office Consolidation (1).pdf

As a landlord, you've probably come across situations where a tenant requires the assistance and support of an animal. One common question that arises is whether you are required to accommodate a tenant with an assistance or support animal. Well, part of the answer depends on the type of animal you are dealing with: does the situation involve a disabled tenant with a qualified service or guide dog or is this some other type of animal like a companion, emotional support or therapy animal?

Both the Service Dogs Act and Blind Persons' Rights Act in Alberta prohibits landlords from discriminating against disabled and blind persons with a qualified service or guide dog, provided that the person can control the dog's behavior. Service dogs are qualified dogs trained as a guide for disabled persons. Guide dogs are a type of qualified service dog trained as a guide for blind people. Both types of dogs must meet qualification requirements under the law. Landlords who discriminate against or deny occupancy of a dwelling unit to a person with a service or guide dog are guilty of an offence and can be fined up to \$3,000.

Tip: Landlords can determine if a service or guide dog is certified by checking the tenant's Government of Alberta identification card. The card identifies the individual and their dog. The identification card is proof that the individual and their dog are qualified.

The right of a disabled or blind person to use a service or guide dog is also protected by the Alberta Human Rights Act. Landlords have a duty to accommodate disabled persons with a qualified service or guide dog to the point of undue hardship. This means making adjustments or providing alternate arrangements to meet the needs of disabled tenants. Some of the factors that are considered in undue hardship include: financial costs of the accommodation, health and safety concerns and substantial interference

with other people. Undue hardship is a difficult standard to meet. Generally, landlords must provide some level of accommodation for disabled tenants with service or guide dogs.

On the other hand, there are also other types of animals that provide assistance and support to people, for example, companion animals, therapy animals and emotional support animals. Companion animals, which are also known as "pets" are a type of animal kept for pleasure. Therapy animals are animals used by therapists for short-term therapy. Emotional support animals are typically used for providing support to people with mental illness or chronic illness. Companion, emotional and therapy animals can be any type of animal really...you've probably heard about people having therapy or emotional support dogs, cats, hamsters, rabbits and even chickens.

Unlike service and guide dogs though, companion, emotional and therapy animals are not covered by existing provincial legislation in Alberta. However, the law is still developing in this area. For example, under human rights law, there may be a duty to accommodate disabled persons with these other types of animals. Another development to look out for is changes to municipal bylaws. For example, the City of Calgary recently approved amendments to its Responsible Pet Ownership Bylaw to allow individuals (with a permit) to keep livestock as Emotional Support Animals within the city. The City of Calgary expects to implement the permit process in early 2019.

For more information, refer to CPLEA's Renting with Support & Assistance Animals resource: <https://www.cplea.ca/wp-content/uploads/AssistanceSupportAnimals.pdf>



Judy Feng is a Staff Lawyer at the Centre for Public Legal Education Alberta (CPLA). This article is for general information purposes only and is not meant as legal advice. If you require legal advice, please consult a lawyer.

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The Importance of Doing Property Inspections

By Nikki Petrowitz

When a landlord joins the CRRRA, so many have similar questions about how they should find a “good” tenant, and what to do about getting rid of a “bad” tenant; but rarely do the questions surround what to do while the tenant is living in the rental property, which the CRRRA thinks is equally important. It’s what you’re going to be dealing with most of the time as a landlord - your tenant in your rental property!

One of the most overlooked aspects of this time is how much should you know about what’s going on in your rental property. It’s an important part of your tenancies and routine inspections help with this!

There are also the ever-important Move In and Move Out Inspections that are a requirement under the Residential Tenancies Act. Without these and the corresponding documentation, you cannot withhold any of the Security Deposit for Damages. These inspections are pivotal to you conducting your business properly!

Basic Maintenance

How many times have you found out about a small problem in your rental properties only after it has become a big problem - like the toilet leaking or the windows not closing properly? Whether the tenant didn’t realize it was an issue or they weren’t sure how to tell you, these things can happen.

A great way to keep on top of maintenance in your rental properties is to actually be in the property! Booking routine inspections allows you to check your rental property and gives you face to face time with your tenant to address any maintenance concerns they have.

Who’s In There?

Have you ever wondered if there is more than just your tenant(s) living in the rental property? Whether it’s family visiting long term or a new addition to the household or someone your tenant has allowed to move in with them, you have the right to know who’s living in there!

Scheduling an inspection, not only gives you the ability to address maintenance concerns, but also to see who has (possibly) moved in.

Damage and more

Each year, the CRRRA conducts a Tenant Damage Survey, and consistently, many of the members who participate indicate that routine inspections are not conducted.

Much of the damage that happens in rental properties takes place over the long term, not overnight. Damage can be caused by lack of maintaining the premises or caused by tenants, and routine inspections allow you to enter the rental unit and assess the situation.

In more serious circumstances, routine inspections can help alert you to certain activities that can cause severe damage (i.e., hoarding, illegal drug operations, etc.), and send the signal to your tenants that you’re actively involved with your rental property.

Creating Expectations

When you’re beginning your relationship with your tenant, setting the expectation that you conduct routine inspections (CRRRA recommends every three to six months) is important! Having that conversation when you do your Move In inspection or when the lease is being signed is a great way to broach this topic. This conversation can also include what is expected of the tenant in terms of care and maintenance of the rental property, and you can give them a cleaning list for when they move out.

A question that gets asked frequently of us is whether you need to have this outlined in your lease, even going so far as to include a schedule. Is it required? Some landlords do include this, but no, it’s not a requirement. The Residential Tenancies Act already has this outlined for you when it discusses “entering the premises” and the notice that is required.

If you set the expectation and stick with it throughout each of your tenancies, creating the routine for inspections should be just that – routine!

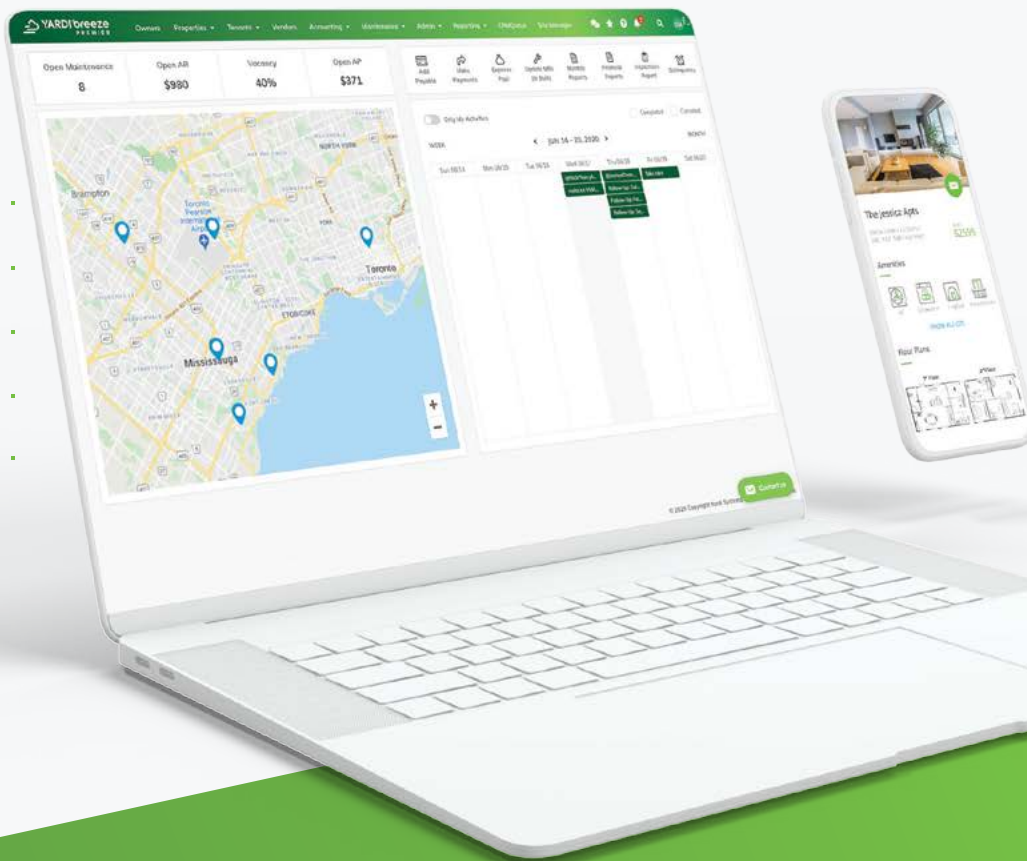


Nikki Petrowitz is the CRRRA Administrator.
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Are Your Waste Bins the Right Size?

By City of Calgary

Monitoring how full garbage, recycling and food scraps bins are just before pickup day is part of a practice called “right sizing”. Building owners or managers can ensure they’re not overpaying for waste pickup services by gauging whether the bin size and frequency of pickup is suitable for the buildings’ needs. Right sizing also prevents additional collection charges or clean up fees from overflowing bins.

Here are some simple steps to help ensure bins are the right size and collected at the right frequency.

Step 1

Find out which day(s) each bin is picked up and how often (e.g. once per week, twice per week, monthly).

Step 2

Plan ahead – schedule a time to check on the bins as close to the pickup time as possible. For example, if your bin is picked up every Tuesday morning before 9 a.m., take a look in the bin on Monday afternoon.

Step 3

For about a month, keep track of how full the bin was before it was collected. If the bin only gets picked up once per month, keep track for at least two or three consecutive pickups before making any decisions.

Step 4

Consider all the material going into the garbage, recycling, and food scrap bins. For example, if your garbage bin contains a lot of recyclable and/or compostable material, its possible tenants don’t fully understand the recycling or food scraps program, or the program is not sufficiently easy to use for residents. Help residents properly sort their waste by putting up signs or distributing sorting information so that material is sorted into the proper bin.

Hint:

Visit Calgary.ca/multifamily for additional resources that will support you in educating residents.

Step 5

Analyze the data you’ve collected and note the following:

Is the bin usually 100 per cent full (or nearly full) when picked up? If so, then you have the right size of bin and collection frequency.

Is the bin less than 75 per cent full on average? In this case, it may be possible to adjust either the size of your bin or arrange to have it picked up less often. Call the collection company that services the bin to discuss your options.

Is the bin overfilled? If you cannot close the lid and/or you have extra material piled beside the bin or inside your

building, you may need to increase your collection frequency, or the size or number of bins. Call the collection company that services the bin to discuss your options.

Hint:

Waste collection companies offer many different bin sizes and collection frequencies. Some bins have an option for wheels to be installed, to make it easier for you and/or your collection company to move the bins.

Step 6

Complete this process regularly – a good benchmark is every year or two. Keep in mind, people returning to work and seasonality can affect the amount of garbage, recycling, and food scraps the property produces throughout the year. You may be able to adjust your service levels a few times per year to keep up with the amount of waste being produced. Check your contract for more details on flexibility.

For more information on these steps or assistance with analyzing your data, fill out an online service request or contact 311 and reference Multi-family Recycling.

We want to know how we can help you! If you have questions or challenges you are facing with your recycling and food scraps programs, email Kayley.Fesko@calgary.ca

This information is brought to you by The City of Calgary Waste & Recycling Services.



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Spring Pests and the Importance of Exterior Yard Clean-Up

By Nicholas Holland

Spring is in the air, the days are becoming longer, and the temperature is beginning to become warmer more consistently. With the changing of the seasons a variety of pests and nuisance wildlife will begin to appear.

Each spring it is recommended to do a clean-up of the exterior of your property. The goal is to remove unused items on the exterior of the property. Most pests do not want to be in the open. By taking away items that provide harbourage you can reduce substantially the number of unwanted guests on your property. Gaps under front steps, porches, decks, and sheds provide harbourage for a variety of different nuisance wildlife from neighbourhood cats, rabbits and skunks. Seal off these areas using a product such as dig defence.

Wood piles, clutter down the side of the house, garbage all amount to either hiding spots or food sources for rodents and voles. Store items on the fence line or the back of the property. The goal is to take away the reason for pests to be on the main structure. It is only a matter of time before they find access through an open side door or garage door when left open.

When walking around the exterior of your property remember to check your vents. Each year millions of dollars of damage is caused by lint build up in dryer vents in North America. On a yearly basis remove the lint build up. A variety of nuisance wildlife from squirrels to birds make nests in vents. When left unchecked this causes a number of issues from insect issues to squirrels running through the roof line. The first step is to clean out the nesting material, clean the vent, repair the damage and then install a vent guard over the top of the vent to prevent further infestation. If you are not sure what to do ask for help from a professional.

Each Christmas I always joke about giving our best rodent clients bird feeders as a present. Bird feeders are a magnet for rodents and squirrels. Try installing the bird feeder on the back of the property. If there is active pest pressure from mice and squirrels, consider putting the bird feeder away for 30-60 days. If you take away the food source most of the pest pressure will dissipate.

Most common insects found in our yards can be classified as a nuisance such as ants, spiders and beetles. If you take a broom you can knock down any cobwebs that are present. Using an old shop vac you can remove any bug that is hanging around deck furniture, bbq's, play centres. Repeat this twice a few weeks apart and you can achieve good control.

From to time, you may choose to hire a pest control company to come in and solve that nuisance wildlife or pest problem. Before the company comes to your property make sure they are qualified to do the tasks you are hiring them for. Is the company Quality Pro certified? Do the service technicians have a structural applicator license for the province of the Alberta? Check out their reviews on Google, BBB, and other platforms.



Nicholas Holland is the owner of Peregrine Pest Control Inc. & President of the Canadian Pest Management Association. Nicholas can be reached at 403 475 6523 or contact@peregrinepestcontrol.ca



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Showing Suites & Conducting Inspections During COVID-19

By Nikki Petrowitz

You and your tenants may be wondering if there are any rules or safety regulations in place that would change or even stop you from conducting showings or inspections in your rental properties. Despite the misinformation out there, the answer is no – there is no health order or government mandated rules that should stop you from this!

As stated in the article about “The Importance of Doing Property Inspections” in this issue of the newsletter, doing routine inspections in your business should be just that – routine!

Given the above, the CRRA still gets questioned, “If I can still do inspections/showings and how can I assure my tenant(s) that they’re going to be done safely?”

It’s an important question, and although there is always risk, below are listed the things the CRRA feels are important to adopt into your inspection and showings routines.

Ask four important questions of all parties involved in the showing/inspection.

If anyone (including yourself!) answers “yes” to any of these, you may need to reschedule the showing/inspection:

1. Have you recently traveled outside of the country/province?
2. Have you been in contact with someone who has recently traveled outside of the country/province?
3. Have you been in contact with someone who has recently tested positive for COVID-19?
4. Do you have any symptoms of COVID-19 or are feeling ill at all?

Request that only the lease holder(s)/potential lease holder(s) be in attendance.

- Limiting the number of people involved is important; this helps everyone maintain social distancing while in the unit.
- Children and other occupants/potential occupants should not be in accompaniment.

Require masks be worn before, during, and after the showing, while on the property.

- Let everyone involved with the showing/inspection know ahead of time that wearing a mask is a requirement so there will be no surprises on the day of.
- We recommend having enough disposable masks on hand to provide them if someone does not have their own.
- The use of other PPE (Personal Protective Equipment) is up to your discretion (for example: gloves, visors, etc.)

Bring enough hand sanitizer for everyone involved in the showing/inspection.

- Providing this ensures that everyone is taking the necessary precautions.

Bring disinfecting solution/wipes with you.

- Use this on all high contact surfaces like light switches, doorknobs, faucets, etc.

Ask tenants/potential tenants to hold off on all questions until the end of the showing/inspection. If there is a specific area of question for them, make a note of it, or have them do so.

- You can also take a picture of any item in question with your phone to discuss later if you require a visual to do so.
- If there are questions, plan to meet outside in the parking lot or in a common outdoor area to discuss further. This allows for more space and better airflow.



Nikki Petrowitz is the CRRA Administrator.
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Common Myths Regarding Preventative Maintenance

By Bob Henry and Kelly Young

We are often asked many questions by landlords/condo boards and property managers about preventative maintenance programs on their mechanical equipment.

I hope in this article we can answer these questions and debunk a couple of the most common myths regarding preventative maintenance.

Myth #1: Preventative Maintenance is not required on new equipment as it's covered under warranty

This myth is one of the most common that I have come across. When the equipment is new, and still under warranty, it is a common belief that preventative maintenance is not as necessary as when the equipment is older. Research, and personal experience, has shown that equipment is just as likely to breakdown in the first few years of operation as it is during the end of its life cycle. It's important to be aware that most manufacturers outline and require proof of maintenance when a repair or replacement claim is submitted under their warranty program. Major components in a building's heating and air conditioning systems are expensive, so investing in a preventative maintenance program to keep them covered under warranty makes a lot of sense.

Myth #2: All preventative maintenance programs are created equal

Property managers are always seeking to strike a balance between the cost of preventative maintenance and the value provided by the preventative maintenance program.

One of the best methods for judging the cost of the preventative maintenance program vs. the value is to evaluate your preventative maintenance provider on the following criteria:

1. Does the preventative maintenance provider have a dedicated preventative maintenance division within the organization ensuring management, leadership, and quality control?
2. Will they provide you with proper reporting, and are they available to meet and discuss the findings within the preventative maintenance reports?
3. Do they provide primary technicians with the expertise, factory training and credentials necessary to properly maintain your mechanical systems, and predict failures?
4. Your preventative maintenance provider should be willing to provide you with references from other buildings they are currently providing preventative maintenance.
5. Preventative maintenance programs should be comprised of maintenance tasking outlined by the equipment's manufacturer, the operational stress on the mechanical systems specific to the building, and the type of systems in the building.

Bob Henry and Kelly Young are the founders and managing partners of Fountainhead Mechanical Inc. They can be reached at 403-702-6900 or info@fountainheadmech.ca.



'Membership Portal' continued from page 1



Additional Contacts

You can now easily add additional contacts from your company to your account as "Additional Contacts"! Whether there is a new hire or a change in the roster, you will have the ability to decide who has access to the Membership Portal under your membership. Your "Additional Contacts" will be able to register for events, purchase Leasing Form and Notice tokens, and access the Resource Library.

Your Information & Receipts

You control your information! If you have moved or changed your phone number or email address, you can update your information directly through the Membership Portal.

Also, if you purchased anything through the Membership Portal (ie. Event registration, Membership renewal, etc.), all your receipts will be available conveniently in one place. You can print or save them as PDFs.

Logging In

In order to access these great new features and take advantage of them our members need to know how to log in. And it's easy!

To access the Membership Portal, visit the CRRA homepage - www.CRRA.ca - and click on LOGIN in the top righthand corner of the page then enter your login credentials (your username and password).

We encourage you to log in and become familiar with the log in process, so that you're ready when all the new features launch. If you need your login credentials, please contact the CRRA office and we will be happy to provide them to you! (Please remember: all login credentials are case sensitive!)

Nikki Petrowitz is the CRRA Administrator. She can be reached at 403-265-6055 or at nikki@crra.ca

WELCOME NEW OWNERS & PROPERTY MANAGERS

971050 Alberta Ltd.

Joy Beardsley

Daniel Bird

Emily Blocksom-Preseau

Coehoorn Holdings

Trent Dayton

Betty & Wayne Desrosiers

Jan Dmowski

David Drutu

Ed Fernandez

Christopher Fitch

Ricardo Garcia

Robby Garon

Joann & Claude Gaudreau

Gabriel Imbert-Boyd

Dorje Lama

Russell Love

Mainline Living Property Management

Jamelia McClure

Dayna & Wayne McNeil

Mygor Holdings Ltd.

Richard Regan & Joni-Lea Nichols

Gopal Saini

Andy Schulz & Lindsey Wade

Marie & Sandy Unterthiner

Roger Wan

Irene & Russell Welch

WELCOME NEW SERVICE MEMBERS

Apollo Insurance

Betach Solutions

Dexteritas Professional Corporation

Green Mop Cleaning Inc.

Mi Property Portal

Modu-Loc Fence Rentals

Waste Management of Canada Corp.