

Alberta Rental Review

Q2 - 2024 Edition

**CELEBRATING INDUSTRY EXCELLENCE AT THE
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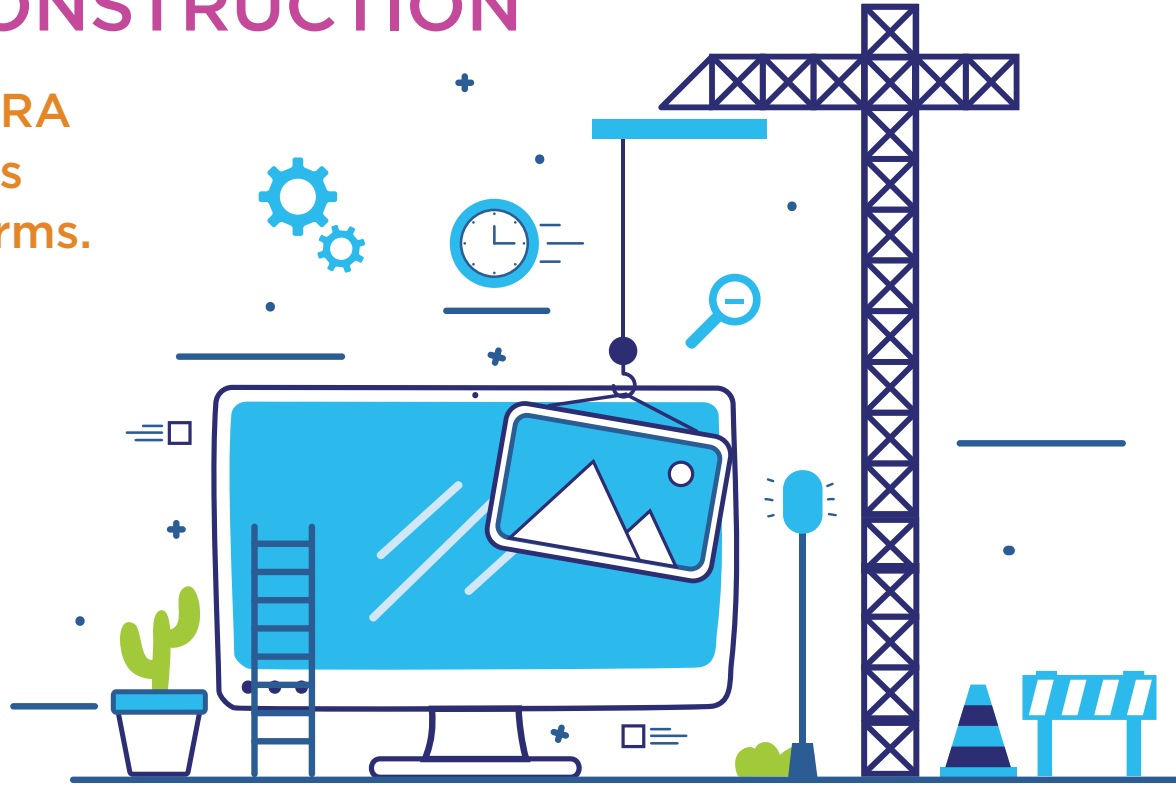
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MEMBER ACCESS IS CURRENTLY UNDER CONSTRUCTION

Contact the CRRA Office to Access Your Digital Forms.



2024 UPCOMING EVENTS SCHEDULE

SEMINARS & LUNCHEONS

SEPTEMBER 19, 2024
OCTOBER 17, 2024
NOVEMBER 21, 2024

SPECIAL EVENTS

SEPTEMBER 4, 2024
CRRA GOLF EXTRAVAGANZA

DECEMBER 12, 2024
CHRISTMAS SOCIAL
Carriage House Inn

RTA COURSES

SEPTEMBER 13 & 20, 2024
OCTOBER 11 & 18, 2024
NOVEMBER 15 & 22, 2024

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20th Annual Awards Gala!

THE 2024 CRRA ANNUAL AWARDS GALA WAS A NIGHT TO REMEMBER!

The Calgary Residential Rental Association (CRRA) recently hosted its much-anticipated Annual Awards Gala, a night that shone a spotlight on excellence within residential rental industry within Alberta. Held at the prestigious venue of the Carriage House Inn, the event brought together landlords, property managers, services, and stakeholders to recognize outstanding achievements and contributions to the rental housing industry.

The gala celebrated the dedication and innovation demonstrated by individuals and companies in managing and supporting the residential rental industry in Alberta. From exceptional tenant relations to sustainable property management practices, the awards highlighted a diverse range of accomplishments.

Some of the evening's highlights were the presentations of the "Property Manager of the Year", the "Service Member of the Year" and the "Industry Excellence" awards, honoring Erin Radford of FirstService Residential, Kai Hochhausen of SERVPRO of Calgary South, and Steven Rochards of Reggin Technical Services Ltd. respectively, who have all demonstrated exemplary leadership, integrity, and commitment to the industry and fellow members of the CRRA. These accolades serve as a testament to the crucial role that property managers and service providers play in fostering positive living experiences and maintaining high standards of service.

The gala also provided an opportunity for networking and collaboration among industry peers. Attendees had the chance to connect with fellow professionals, exchange ideas, and explore potential partnerships that could further enhance the quality of rental housing in Alberta.

Looking ahead, the CRRA remains committed to supporting and empowering professionals in the rental housing sector through education, advocacy, and networking opportunities. Events like the Annual Awards Gala not only recognize excellence but also inspire continuous improvement and innovation within the industry.

As the evening drew to a close, attendees left the gala with a renewed sense of pride and purpose, energized by the collective achievements celebrated throughout the night. With a steadfast commitment to excellence and a shared vision of creating thriving communities, the CRRA and its members are poised to continue making a positive impact on the residential rental industry landscape for years to come.



This award was proudly sponsored by:



Digital Marketing Excellence Owner & Manager

2024 Winner: Astoria Asset Management

The 2024 Digital Marketing Excellence Award in the Owner and Manager Category recognizes a CRRA owner & manager member who has a mastery of digital marketing through online and social media strategies to communicate with their current and potential clients and tenants.

In addition to Astoria Asset Managements' strong traffic growth, they have put up a unique resource section including articles to help new volunteer condo board members, and they are consistently publishing new and relevant resources to the rental industry.





Digital Marketing Excellence Service Member

2024 Winner: Fresh Focus Media

The 2024 Digital Marketing Excellence Award in the Service Member Category recognizes a CRRA service member who uses their digital marketing tools to keep their clients, potential and current, informed and up to date on their business.

Capitalizing on years of experience and a professional team of marketing specialists, Fresh Focus Media's goal is to bridge the gap between functional day to day operations and increase how technology can be applied to business development, marketing and applications that streamline business processes.

This award was proudly sponsored by:



Eco-Initiative Award

2024 Winner: Harvest Recycling

The 2024 Eco-Initiative Award recognizes an individual or company that demonstrates a commitment to protecting the environment through eco-friendly changes in their business.

Harvest Recycling's operations are grounded in sustainable practices that minimize environmental impact including the reduction of greenhouse gas emissions through advanced waste processing, energy efficient operations and the prioritization of renewable energy sources. Through education programs, they work to foster a culture of recycling and environmental stewardship.

This award was proudly sponsored by:





Community Service Award

2024 Winner: Power Properties

The 2024 Community Service Award recognizes an individual or company who clearly demonstrates their commitment to involvement through community initiatives.

Power Properties Ltd. decided to support Habitat for Humanity Southern Alberta, because they believe everyone deserves the security of a place to call home.

This award was proudly sponsored by:



Innovation Award

2024 Winner: Wyse Meter Solutions

The 2024 Innovation Award recognizes a CRRA Service Member that has a service, product or process that puts them ahead of the competition.

Wyse Meter Solutions has implemented a program that takes advantage of suite renovations and introduces an equitable way to measure, monitor and bill residents for their own water. Ultimately, residents get ahead by conserving water, saving money, and ending the unfair practice of subsidizing their neighbors' water waste.

This award was proudly sponsored by:





Tenant Experience Award

**2024 Winner: Delphine Manklow,
Calgary Heritage Housing**

The 2024 Tenant Experience Award recognizes a tenant focused CRRA Owner & Manager member who provides outstanding service to their tenants on an ongoing basis.

From seeking out and setting up partnerships with various providers to assist and benefit the tenants such a food bank deliveries, financial aid and addiction services, Delphine Manklow of Calgary Heritage Housing demonstrates outstanding dedication, compassion and commitment to her tenants.



Landlord of the Year

**2024 Winner: Sandy Fransham
Calgary Houses For Rent**

The 2024 Landlord of the Year Award is given to a CRRA Owner & Manager member who demonstrates a commitment to excellence, education, and professionalism in managing their portfolio.

From tenant appreciation night to move-in gifts, Sandy Fransham strives to have a harmonious relationship with her tenants. She provides clear and consistent processes for her tenants, a binder with emergency instructions for each unit and routine maintenance is done on all properties to keep them in top condition.

This award was proudly sponsored by:





Social Housing Provider of the Year

2024 Winner: Calgary Heritage Housing

The 2024 Social Housing Provider of the Year Award is given to a social housing society that provides supportive housing through programs in the community.

With nearly four decades of experience as stewards of local Alberta seniors' housing assets, Calgary Heritage Housing has demonstrated exceptional dedication, innovation, and impact in serving their tenants' self-contained, independent living demographic.

This award was proudly sponsored by:



Gold Star Service Award

2024 Winner: Fountainhead Mechanical Inc.

The 2024 Gold Star Service Award recognizes a CRRA service member who excels in their respective area of business by continually providing outstanding service to the residential rental industry.

Described as consistently dependable and reliable, Fountainhead Mechanical Inc. has the right skills and knowledge as well as the care and compassion that sets them apart from other groups in their industry. Their slogan, "Here to help!" is said by their customers to be accurate.

This award was proudly sponsored by:





Building Renovation of the Year

**2024 Winner: The Wellington
FirstService Residential**

The 2024 Building Renovation Award recognizes a renovation project that demonstrates excellence in enhancing the appeal of a building.

The Wellington received a full top-to-bottom renovation, including all common areas (lobby, elevators, and all hallways), 52/54 suites, and interior areas. Suite renovations were extensive and fully modernized the previously old, tired look.

This award was proudly sponsored by:



Building of the Year

**2024 Winner: BRIO
Boardwalk Rental Communities**

The 2024 Building of the Year Award recognizes the building, the performance and procedures of its management and maintenance.

BRIO, owned by Boardwalk Rental Communities, offers spacious, contemporary designs, with an unforgettable rooftop view of the city and mountains. They provide many amenities, such as rooftop BBQ patio, a gym, parcel service, bike storage, dog wash station, and underground parking. Everything to live your best life! Great walkability, and partnerships with near-by restaurants and shopping.

This award was proudly sponsored by:





New Building of the Year

2024 Winner: Blume
Remington Development Corporation

The 2024 New Building of the Year Award recognizes a new residential rental building and what innovative features it brings to the rental industry.

In addition to an abundance of outdoor space, residents of BLUME benefit from convenient amenities including keyless entry, a lounge, parcel storage, underground parking with EV chargers, bike storage, pet wash, fitness center, community gathering spots, and shared BBQ facilities. This building provides a next level security and convenience where from their mobile device, residents can open their door remotely; receive notifications for an unlocked door; or manage thermostats.

This award was proudly sponsored by:



Maintenance Person of the Year

2024 Winner: Lew Marsh
Calgary Heritage Housing

The 2024 Maintenance Person of the Year Award recognizes an individual who shows dedication to providing quality maintenance service through the use of their expertise and skills.

Lew Marsh, Calgary Heritage Housing, believes that his job is not done until his residents confirm that the job is done to their expectations. He knows that things like curb appeal, community spaces and genuine care make a real difference to the happiness of his residents.

This award was proudly sponsored by:





Service Member of the Year

2024 Winner: Kai Hochhausen
SERVPRO of Calgary South

The 2024 Service Member of the Year Award recognizes a Service Member who has shown exceptional customer satisfaction and continual support and involvement within the CRRA.

Kai Hochhausen, SERVPRO of Calgary South, has been at the forefront of innovation, constantly introducing new ideas, products, and services that push the boundaries of what is possible within his industry. He promotes the CRRA and is present at CRRA events by way of attendance, sponsorship, and/or volunteering.

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Resident Manager of the Year

2024 Winner: Jemma Williams
FirstService Residential

The 2024 Resident Manager of the Year Award recognizes an individual who demonstrates excellence and professionalism in managing and overseeing the day-to-day operation of their rental property.

Jemma Williams, FirstService Residential, stands out as exceptional in her position. Going the extra mile is not just a habit for her, it's a way of life as she tirelessly ensures positive experiences for residents, fosters a tight-knit community, and supports her team with warmth and encouragement.

This award was proudly sponsored by:





Property Manager of the Year

2024 Winner: **Emma Radford**
FirstService Residential



The 2024 Property Manager of the Year Award recognizes an individual who demonstrates excellence, leadership, and professionalism in property management.

Erin Radford, FirstService Residential, oversees a portfolio of four purpose-built multi-family buildings and approximately 100 single-unit rentals. Her commitment to core values, proactive problem-solving, and hands-on leadership reflects her dedication to client satisfaction and operational excellence and has not only reduced client concerns and escalations but also fostered strong client relationships.

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Industry Excellence Award

2024 Winner: **Steven Richards**
Reggin Technical Services Ltd.



The Industry Excellence Award recognizes a CRRA Member that, through their support and their ethics, enhance the CRRA's Members experience.

The center of Steve Richards' success is his intuitive and very conscious awareness that people come first. He gives the term "customer care" new meaning through the outstanding service he provides to membership. Steven has been a long-time member of the CRRA and exhibits exceptional leadership qualities as he advocates to others in his industry to join the membership and helps grow the CRRA's voice.

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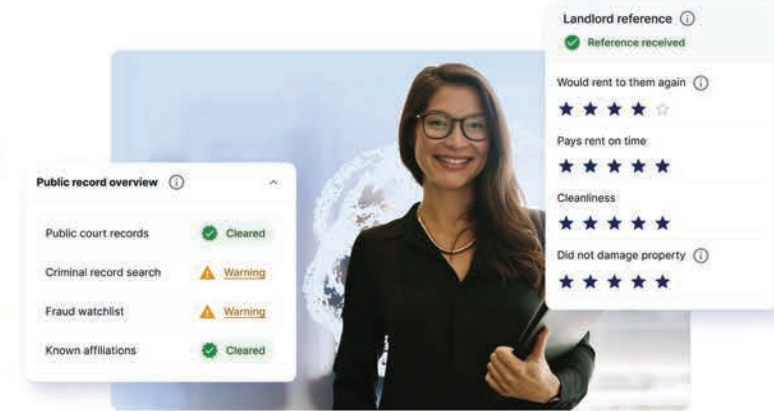
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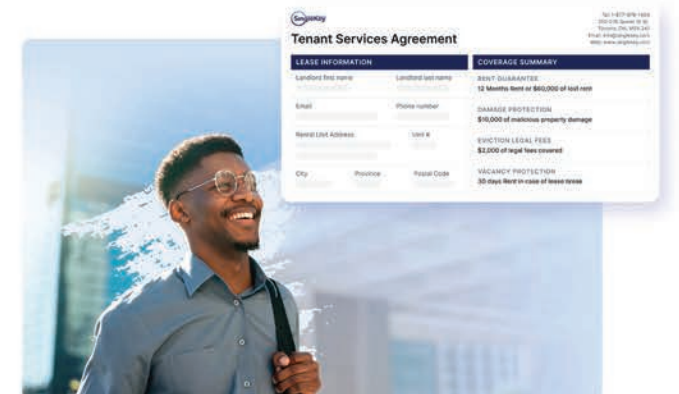
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Nicholas Holland
Owner & Founder



10 tips for water conservation every property owner should know!

Water conservation is crucial for sustainable living and reducing environmental impact. Here are ten tips that every property owner should know:

1. Fix Leaks Promptly:

Check for leaks in faucets, toilets, and irrigation systems regularly. Even small leaks can waste significant amounts of water over time.

2. Install Water-Efficient Fixtures:

Use water-efficient faucets and toilets. These fixtures can significantly reduce water usage without compromising performance.

3. Use Smart Irrigation Systems:

Invest in smart irrigation controllers that adjust watering schedules based on weather conditions, soil moisture, and plant needs. This prevents overwatering and ensures efficient water use..

4. Collect Rainwater:

Install rain barrels or larger systems to collect and store rainwater for landscape irrigation and other non-potable uses.

5. Landscape With:

Choose drought-resistant native plants that require less water and are better adapted to your local climate. This reduces the need for supplemental irrigation.

6. Mulch Your Gardens:

Apply mulch around plants to retain soil moisture,

reduce evaporation, and suppress weeds. Organic mulches like wood chips or straw work well.

7. Optimize Lawn Care:

Water lawns deeply but less frequently to encourage deep root growth. Mow your lawn at a higher setting to reduce evaporation and maintain soil moisture.

8. Use a Broom, Not a Hose:

Clean driveways, sidewalks, and patios with a broom instead of hosing them down. This simple switch can save a substantial amount of water.

9. Install Dual-Flush Toilets:

Consider installing dual-flush toilets that offer different flush options, allowing you to use less water.

10. Educate and:

Raise awareness among family members, tenants, or employees about the importance of water conservation and encourage water-saving practices.

By implementing these tips, property owners can contribute to water conservation efforts, reduce their utility bills, and promote sustainable living!

For more tips and tricks for landlords, visit our website at WWW.CRRA.CA!



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Nurturing Harmony: A Guide for Alberta Landlords on Creating Pet-Friendly Rental Spaces

Alberta, with its vibrant communities and pet-loving residents, has seen a rise in the number of tenants seeking pet-friendly accommodations. As a landlord in this flourishing city, understanding how to work effectively with tenants who have pets can not only open up a broader tenant pool but also foster positive, long-term landlord-tenant relationships. In this comprehensive guide, we'll explore best practices, conflict resolution ideas, and positive tactics for Alberta landlords to create a harmonious living environment for both tenants and their furry companions.



Recognizing the Benefits of Pet-Friendly Rentals:

Expanding Tenant Pool:

Embracing pet-friendly policies can significantly broaden the prospective tenant base. Many responsible pet owners actively seek rental properties that welcome their four-legged family members, creating a competitive advantage for landlords in the market.

Increased Tenant Satisfaction:

Allowing pets can enhance tenant satisfaction, contributing to longer and more stable lease agreements. Happy tenants are more likely to renew their leases, reducing turnover costs and creating a positive atmosphere within the rental community.

Best Practices for Alberta Landlords:

Clear Pet Policies:

Establish transparent and reasonable pet policies from the outset. Clearly outline any restrictions, such as size or breed limitations, and specify expectations for pet behavior within the rental property.

Pet Deposits and Fees:

It's key to understand the difference between a Pet Fee and a Pet Deposit and what rules you have to follow for each. Consider implementing reasonable pet deposits or fees to cover any potential damages. Communicate these costs clearly during lease negotiations to avoid surprises and ensure a fair arrangement for both parties.

Pet Screening Process:

Institute a thorough pet screening process that includes information about the pet's behavior, vaccinations, and references from previous landlords if available. This can help landlords make informed decisions and mitigate potential issues.

Ample Outdoor Spaces:

If possible, provide ample outdoor spaces or designate specific areas for pets to play and relieve themselves. Well-maintained outdoor spaces contribute to a pet-friendly atmosphere while preserving the overall condition of the property.

Conflict Resolution Ideas:

Open Communication Channels:

Establish open lines of communication with tenants from the beginning. Encourage them to communicate any pet-related concerns promptly, fostering a proactive approach to conflict resolution.

Mediation Services:

Consider engaging professional mediation services in case of disputes. Mediators can facilitate constructive conversations, helping both parties find mutually beneficial solutions without resorting to legal action.

Written Agreements:

Document any agreements related to pets in writing. Clearly outline expectations, responsibilities, and consequences in case of violations. This written documentation can serve as a reference point in case conflicts arise.

Regular Inspections:

Conduct regular property inspections to address any emerging issues promptly. Timely intervention can prevent conflicts from escalating and maintain a positive living environment for all tenants.

Positive Tactics for Tenant Relations:

Pet-Friendly Amenities:

Enhance the pet-friendly appeal of your rental property by providing amenities such as pet parks, grooming stations, or nearby pet-friendly establishments. These features can contribute to a sense of community among pet-owning tenants.

Community Events:

Organize community events or initiatives that encourage positive interactions among tenants, both with and without pets. Building a sense of community can foster understanding and cooperation among neighbors.

Pet Recognition Programs:

Implement pet recognition programs to acknowledge well-behaved pets and responsible owners. This positive reinforcement not only promotes a harmonious living environment but also encourages a sense of pride among pet owners.

Educational Resources:

Offer educational resources for tenants, including information on responsible pet ownership, local veterinary services, and pet-friendly activities in the community. This demonstrates a commitment to supporting tenants in caring for their pets responsibly.

Creating a pet-friendly rental environment in Alberta is not only feasible but can be advantageous for landlords seeking to attract responsible and committed tenants.

By implementing best practices, effective conflict resolution strategies, and positive tactics, landlords can contribute to the overall well-being of their rental communities. Ultimately, the key lies in fostering open communication, understanding, and a shared commitment to creating a living space where both tenants and their pets can thrive.

For more tips and tricks for landlords, visit our website at WWW.CRRA.CA!



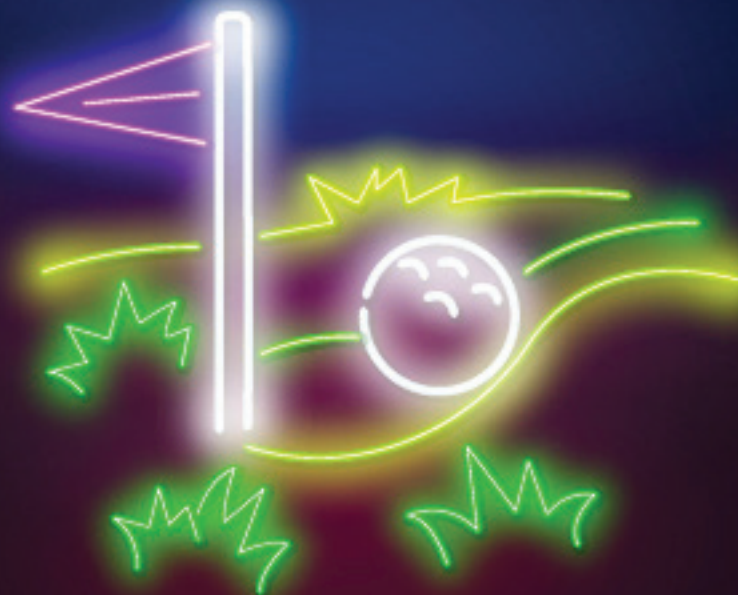
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